



NetSupport School CCE

Product Manual – Version 11.20

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Conventions Used

The following logical and easy to understand conventions are used in this manual:

- Step-by-step instructions, which should be performed in sequence, are shown as numbered paragraphs, beneath a clearly stated, 'How to do' heading.
- As there is often more than one way of carrying out a task you will find 'Or' options also included.
- Additional tips or explanatory notes regarding these instructions are enclosed in a border under the heading 'Note'.
- Individual items in menu commands are enclosed in braces and should be followed in sequence, for example: {Clients}{Show}.

Terminology Used

Control/Tutor

The workstation that is used to take over another.

Client/Student

The workstation that is to be taken over.

Available Client

When a Client has been installed on a workstation, it becomes available for connection to a Control. A Client must be available before a Control can connect to it.

Connected Client

All available Clients can be chosen for simultaneous connection. A Control can only remote control a Client to which they are connected.

Selected Client

A Client or group of connected Clients can be selected by the Control. The Control can then perform a variety of functions such as View, Show, and Message etc. A Control can also Watch, Control or Share the selected Clients screen, keyboard and mouse.

INSTALLATION

System Pre-Requisites

Some areas of NetSupport's functionality rely on the presence of certain files/applications, please ensure these are available before installing NetSupport School CCE.

Tutor

Internet Explorer 5 service pack 2 or above.

Windows XP (SP2), 2003 (SP2), Vista, 2008, Windows 7, Windows 8 and Windows MultiPoint Server 2012.

50Mbytes free disk space for a Student only installation.

140 Mbytes free disk space for a Tutor only installation.

160Mbytes free disk space for full installation.

TCP/IP.

Tutor Assistant app supported on iOS devices running 4.3 and higher, Android 2.3 and higher.

The NetSupport School CCE Tutor requires a screen resolution of 1024 x 768 or above.

Note: To use the 'Pin to Taskbar' feature in Windows 7 you will need to remove certain words from the reserved list. Please refer to knowledgebase article 582 for further information www.netsupportsoftware.com/support

Testing Module

The Test Designer requires MDAC 2.1 or higher and COMCTL32.dll version 5.80 or higher. During installation, NetSupport will check to see if these files are present and advise if not.

Student

The Student is only supported on virtual desktop environments such as, Microsoft Windows MultiPoint Server 2012, NComputing (X-series & L-series), MiniFrame (SoftXpand) and many others.

Note: To enable printer notifications to be sent to the Tutor PC the installer applies the following changes to the Student PCs:

Windows Firewall

On installation Windows Firewall entries are automatically added to allow the product to be used for the active Network. If you change to another Network you may need to extend the scope of the Windows Firewall entries to allow connections to continue to be allowed through the Windows Firewall.

The File and Print Sharing Exception is enabled on Windows XP SP2 and Windows Vista.

The scope of port TCP 139 is changed from "Subnet" to "ANY" on Windows XP SP2.

Local Security Policy Settings

On Windows Vista (or higher) workgroup connected PCs, the following local policy settings are set:

| | |
|--|----------|
| Network Access: Allow anonymous SID/Name translation | ENABLED |
| Network Access: Do not allow anonymous enum of SAM accounts | DISABLED |
| Network Access: Do not allow anonymous enum of SAM accounts & shares | DISABLED |
| Network Access: Let everyone permissions apply to anonymous users | ENABLED |
| Network Access: Restrict anonymous access to Named Pipes and Shares | DISABLED |

Starting the Installation

Installing NetSupport School CCE is exceptionally easy and provided you follow a few simple rules you should be up and running within a very short time.

Navigate to the NetSupport School CCE MSI file and follow the on screen instructions.

Note: To Install NetSupport School CCE on Windows MultiPoint Server 2012 you need to run the NetSupport School CCE installation program on each Server that is running Windows MultiPoint. Select Install Application on remote Desktop Session Host, which can be found under Programs in the Control Panel.

The NetSupport School CCE installation will start displaying a Welcome screen. Click Next to continue.

Notes:

- If you are upgrading your Windows operating system, you must ensure that you de-install NetSupport prior to upgrading. NetSupport can then be re-installed once the operating system upgrade has been completed.
 - When installing make sure that you are logged in as an Administrator.
-

NetSupport Licence Agreement

The NetSupport Licence Agreement will be displayed. Please read the License Agreement carefully and select I accept the terms in the license agreement and click Next to continue.

If you reject the Licence Agreement, (I do not accept the terms in the license agreement) click Cancel. NetSupport School CCE will not be installed and you will be directed to Exit from the install program.

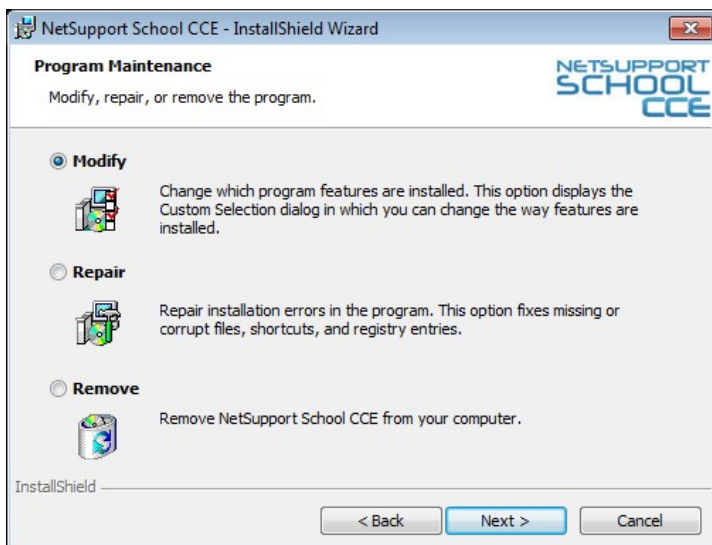
Licence Information

Select Register and enter the licence details as provided with your NetSupport product.

If you are evaluating NetSupport, select 30-day evaluation and click Next.

Existing Installation Detected

This screen will appear if a copy of NetSupport is already installed on the workstation.

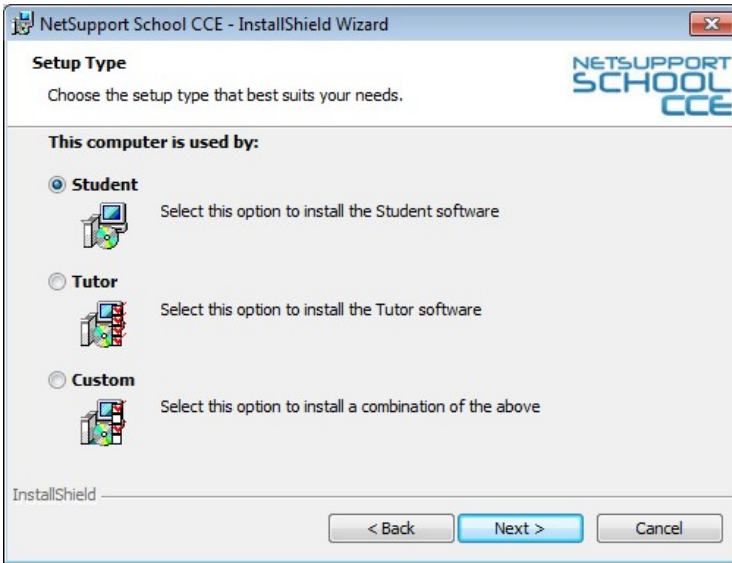


- **Modify**
Change the program features that are installed.
- **Repair**
Repair any installation errors in the program.
- **Remove**
Remove NetSupport School CCE from the computer.

Select the required option and click Next.

Select Setup Type

Choose the setup type that best suits your needs.



Student

Installs the Student software. This feature, sometimes called the Client, can only be installed on a virtual session.

Tutor

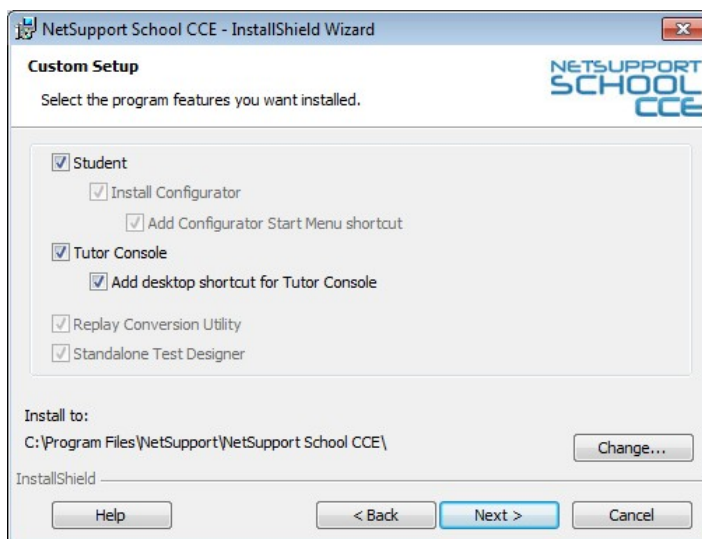
Installs the Tutor software. This feature, sometimes called the Control, should be installed on workstations which will be used to remote control other PCs.

Custom

Allows you to install both the Student and the Tutor software.

Click Next. If you have selected Custom the Custom Setup screen will be displayed.

Custom Setup



Select the component(s) to install on the workstation.

Student

Installs the Student software. This feature, sometimes called the Client, can only be installed on a virtual session. By installing this component, you are enabling a Tutor machine to establish a link with the Student. The range of features available to students are limited to those that enable them to communicate with the teacher, for example sending a help request.

Install Configurator

The NetSupport **Client Configurator** is used to customise the Student set up at each workstation. For example, setting the room to be used and disabling features.

When you choose the Student component you will also be given the option of installing the Client Configurator.

Uncheck this box if you do not want to install the component, you can still configure the Student machine by running the Client Configurator at a later stage of this installation.

Add Configurator Start Menu Shortcut

Choose whether to create a start menu shortcut to the Client Configurator at the Student workstation. The advantage of installing this at the Student machine is that it makes it easier to make changes to the settings in the future. The disadvantage is that the Students themselves could unwittingly access the option and make changes.

Note: If you're installing the Tutor component, the Client Configurator will be installed by default.

Tutor Console

This component, sometimes called the Control, should be installed on workstations which will be used to remote control other PCs. It gives teachers access to NetSupport's full range of features, for example, viewing student screens and showing their screen to students.

Selecting this component will also install a Portable Tutor folder, this allows you to run the Tutor from a portable device such as USB Pen Drive, Memory Stick or Flash Drive. For further information please visit www.netsupportsoftware.com/support and refer to Technical Document **Running NetSupport School CCE Tutor from a Portable Device (TD496)**.

Note: If you need the flexibility of allowing other machines to view this one, you can also install the Student component.

Add Desktop Shortcut for Tutor

Choose whether to create a desktop icon for the Control (Tutor) to enable easy access to the Tutor program.

Replay Conversion Utility

This utility allows you to convert Replay Files to video files.

Note: This will be installed by default if you are installing the Tutor component.

Standalone Test Designer

The Test Designer allows you to set customised tests including text, picture, audio and video questions.

Note: If you're installing the Tutor component, the Test Designer will be installed by default.

Install to:

By default, NetSupport will be installed in the folder **C:\Program Files\NetSupport\NetSupport School CCE**. If you want to install in a different folder, click Change.

Click Next when ready to continue.

Room Identification

Enter the value for the room you wish to connect to, by default the room value entered will be Eval. The room value can be updated later in the Tutor Configuration settings.

Click Next to continue.

Ready to Install the Program

To start the installation, click **Install**. To change any of the previous selections, click **Back**. To quit the installation, click **Cancel**.

Note: If you have elected to install a Client (Student), Set-up will make the required amendments to your System.INI and or registry, to load the Client as Windows initialises. NetSupport will not replace any of your existing Drivers.

Installation Complete

To complete the installation:

- Choose whether to run the Client Configurator. This enables you to set basic Client information and security.

Click **Finish** to exit the Setup program. Remove the CD and restart the workstation.

Note: Access to the NetSupport School CCE Tutor component can be restricted to designated users, see the Restricting Access to the NetSupport School CCE Tutor in Windows MultiPoint Server 2012 document on our website, www.netsupportsoftware.com for further information.

Creating an administrative (network) installation

An administrative installation (distribution copy) of NetSupport School CCE is designed to assist administrators to install NetSupport on Networked PCs where the installation media or License details may not be readily available and it is anticipated that a number of installs will be performed either at once or over a period of time.

This type of installation can also be preconfigured to setup NetSupport School CCE with certain options, therefore ensuring that all NetSupport installations are configured the same.

Once created, the distribution copy can be used when performing a standard install or a Silent Installation.

To Setup a distribution copy of NetSupport on a Server

1. Create a folder on the network that is accessible to all PCs that you may want to install on.
2. Copy, from your original source media (CD or download) the file SETUP.EXE.
3. Create and copy a valid NSM.LIC file to this folder. If a License file is not present in the folder when running the install, NetSupport will be installed using the default Evaluation license.
4. Create and copy a CLIENT32.INI file to this folder.

Note: You can make the network folder 'read only' to avoid the configuration being altered by unauthorised users.

To Install NetSupport from a Server onto individual workstations

1. At the required workstation, navigate to the network folder containing the NetSupport School CCE setup files.
2. Run Setup.exe.
3. Follow instructions in Starting the Installation.

Silent Installation

A silent installation is one that requires no input from the user, providing a convenient method for performing a set installation at several machines.

To perform a silent install

1. Create a distribution copy of NetSupport containing the required NetSupport Installation files.
2. To determine the properties for the Installation, at the command line run INSTCFG.EXE /S from the NetSupport program folder. The Install Configuration Options dialog will appear. The selected properties are stored in a parameter file, default name NSS.ini.
3. Choose {File}{Save} and save the 'NSS.ini' file to the folder containing the distribution copy of NetSupport.
4. To perform the Silent Install at the required workstation, from the folder containing the distribution copy, run:

```
msiexec /i "NetSupport School CCE.msi" /qn (MSI installer)
```

```
setup /S /v/qn (setup.exe installer)
```

Note: NetSupport School CCE can be installed via Active Directory. The software installation group policy object (GPO) must be applied to organisational units (OUs) containing computer accounts rather than users. Please note that for software installation to take effect immediately it is necessary to enable the, "Always wait for the network at computer start-up and logon" parameter in the Computer Configuration| Administrative Templates| System| Logon| leaf of the group policy controlling the computers who are subject to software installation. This change will affect login times for Windows XP machines that have this applied. Without this change an additional log off / log on cycle is required to effect installation.

STARTING NETSUPPORT SCHOOL CCE

This section will guide you through starting NetSupport School CCE.

The main point to remember when using NetSupport School CCE is that the workstation that is taking control of other workstations is called the Control or Tutor, and the workstations being controlled are called the Clients or Students.

Note: This guide assumes you have already installed NetSupport School CCE. If you have not done this, do so now. See the Installation section for details.

Starting NetSupport School CCE

After installation the Client program is automatically loaded on the Student workstations as Windows starts up.

To start the NetSupport School CCE Control program, double click on the NetSupport Tutor icon in your NetSupport Program Group, or choose, {Start}{Programs}{NetSupport School CCE}{NetSupport School CCE Tutor Console}.

Note: On Windows 8 only the Tutor icon will appear in the Start screen, you can access the other NetSupport components by right-clicking and selecting All Apps along the bottom of the screen. If you want any of the other NetSupport components to appear on the Start screen, right-click the item and choose Pin to Start.


When NetSupport School CCE loads, the Class Wizard will appear.

Note: You can specify the Clients to connect to at start-up in the Tutor Configuration, select {School}{Configuration}{Student Selection} from the Control window drop down menu.

A useful option within NetSupport School CCE is the Lesson Plan feature enabling a Tutor to pre-plan the scope of a lesson. A convenient Class Wizard is provided which guides you through the process and this will appear at start-up. However this can be disabled if required.

As the Tutor program loads NetSupport will then Browse the Network for the specified Students. While it is searching the Browsing message will be displayed. A warning icon will highlight machines you have been unable to connect to. Mouse over the icon to display the reason why the connection failed.

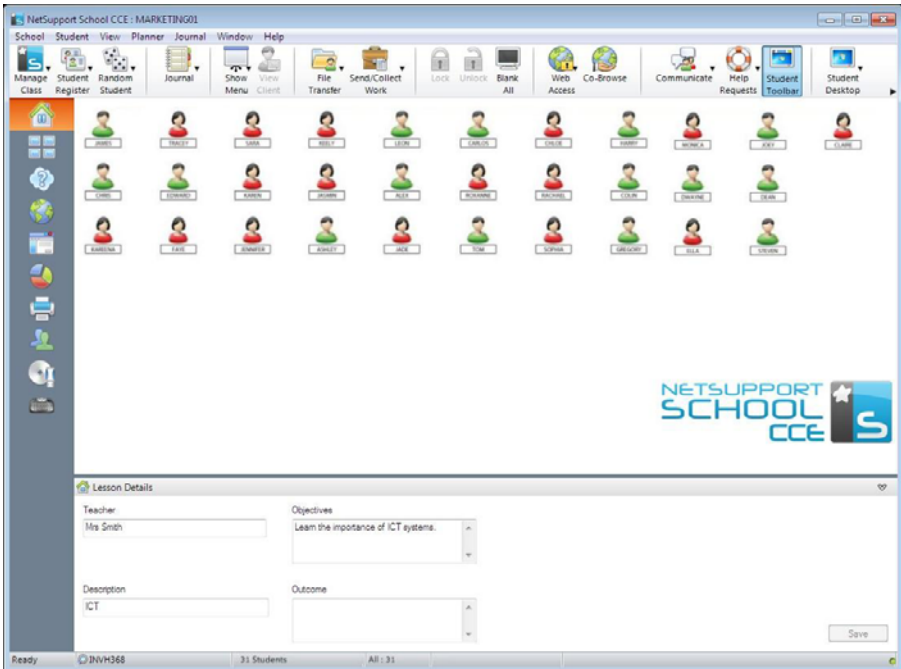
All connected Clients will have their icons displayed in the Control window. The Tutor interface can be viewed full screen by pressing 'F11' should more room be needed to view the Student thumbnails.

You can enter or alter the lesson details for the current class in Normal view. This pane can be minimised by clicking the  button.

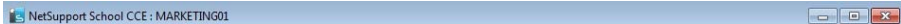
The Control Window

The Control window is the primary interface for:

- Configuring the Control.
- Connecting to Student workstations.
- Maintaining Client information.
- Selecting which Student workstations to work with.
- Selecting tasks to carry out.

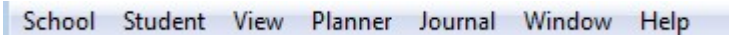


The Title Bar



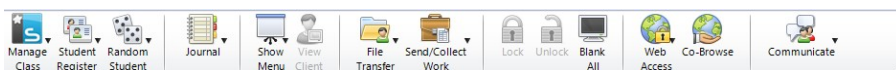
This indicates that you are in the Control window and displays the name of the NetSupport School CCE Control workstation.

The Menu Bar



The Menu bar contains a series of drop down menus that can be used to access the various tools and configuration utilities. These menus can be used to select Student workstations to work with.

The Toolbar

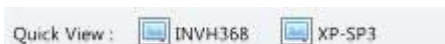


The toolbar contains shortcuts to many of the most frequently used tasks and tools. Positioning the cursor over an icon will display a brief description of its function. For convenience, features that are of a similar nature, Show, Show Video, Show Replay Files for example, are grouped within the same toolbar icon. However, you can add these as individual icons if preferred.

Some drop down menus will have a small pin in the right hand corner. Clicking this pin turns the menu into a floating window, which is displayed until you close the window.

To customise the toolbar choose {View}{Toolbar - Customise} or right click on the toolbar and choose Customise.

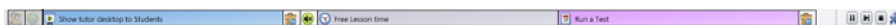
The Quick View Bar



The Quick view bar is used to switch between currently connected Clients. Clicking on the button containing the required Client's name enables you to immediately View that Client's window.

To enable/disable the Quick view bar choose {View}{Toolbar – Quick View}.

The Lesson Bar



The Lesson bar allows you to create a lesson and provides tools to manage the lesson once in progress. A Progress bar will advise the Tutor on the current activity and time remaining.

To enable/disable the Lesson bar choose {View}{Toolbar – Lesson Plan}.

The List View



The List view displays the currently connected Clients. You can switch the display mode between large and small icons, lists and detailed view from the drop down {View} menu.

When you mouse over a Client icon a thumbnail of the Student machine is displayed.

Client Properties, such as the displayed name and icon image, can be changed by selecting {Student}{Customise} or {Student}{Properties} from the Control window drop down menu.

Note: Student names can also be customised using the Student Register function.

The wireless status and battery power level can be displayed next to the Student icon when in thumbnail mode or list view. You can choose which indicators to display in the Tutor User Interface settings.

The List view can be viewed in the following Modes:



Normal View

Monitor Mode

Q&A Mode

Web View

Application View

Survey View

Print View

IM View



Device View

Typing View

Click on the individual icons on the left hand side of the Control window, or choose {View}{Normal/ Monitor/ Q&A/ Web/ Application/ Survey / Print/ IM/ Device/ Typing view} from the Control window drop down menu to change mode. The default view Mode is Normal View.

Note: Student thumbnails can be viewed full screen by pressing F11.

The Status Bar



The Control Status bar is displayed at the bottom of the Control window. It shows the Status of the Control and the number of currently connected Clients. The current status of the Journal will be displayed when it's turned on.

To enable/disable the Status bar choose {View}{Status bar}.

Tutor Toolbar

The Tutor Toolbar provides details of the current lesson to the Tutor and access to key NetSupport School CCE functions when the Tutor program is minimised. The Tutor can mute sound at all of the Students, add notes to the Student Journal, Scan, Chat, Message, Announce, Show, Lock/Unlock Students, Blank Student screens and block all Internet access by clicking the relevant icon. When the Tutor program is maximised the Tutor Toolbar will disappear and any settings applied will show in the Control window.

Note: The Tutor program can be maximised by double clicking the NetSupport Tutor desktop icon.

To disable the Tutor Toolbar choose {View}{Current Settings - User Interface - Tutor} from the Control window drop down menu and uncheck Show Tutor Toolbar on minimizing.

Note: There is also a Student Toolbar that can be activated at the Student, providing feedback on the current lesson.

Student Register

By default NetSupport will display the computer name of the Client workstation in the Control window. However, there may be times when you want the control to display the actual name of the student and request additional information.

The Student Register option enables the Tutor to prompt the Students for their details.

Note: You can also change the name of the Client workstation by editing the Client Properties Details Tab.

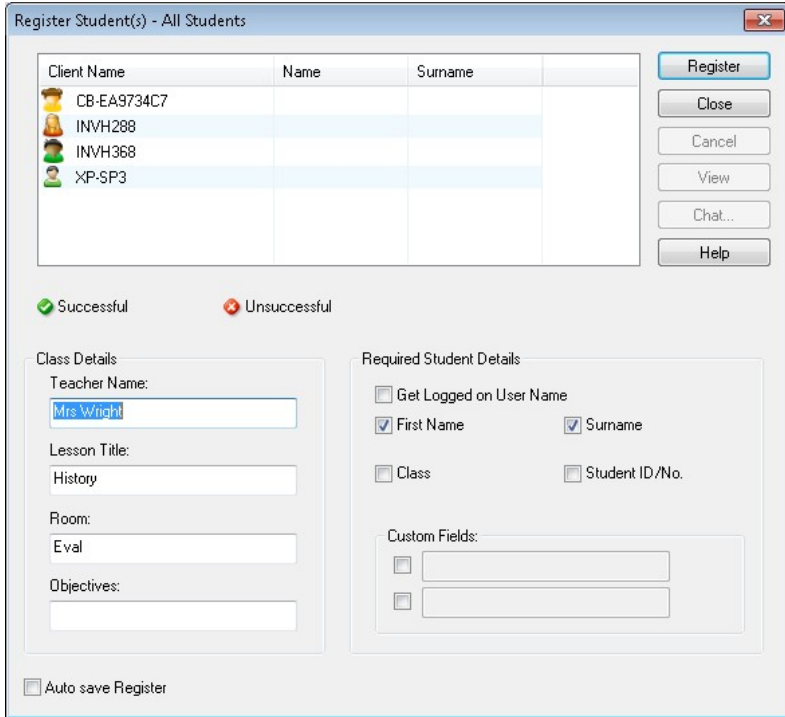
To Prompt Students to Login:

1. If specific Student details are required select the relevant Client icons in the Control window. Alternatively, to prompt all connected Students leave the icons unselected.
2. Choose {School}{Student Register} from the Control window drop down menu.
Or,
Click the Student Register icon on the toolbar.
3. Select Sign In from the available options.
4. The Student Register dialog will appear. The Tutor can then select the information that the Student will be required to complete.

Note: The Student Register will also appear if you check Create a Student Register in the Class Wizard

Student Register Dialog

This dialog enables the Tutor to create a customised Registration form, which will prompt Students for their details. By selecting a name the Tutor can also interact with Students using the View and Chat options.



Class Details

If required, the Teacher Name, Lesson Title, Room Number and Lesson objectives can be included on the Registration form that is sent to Students.

Note: By default the start-up mode is Connect to Student in Room(s). In this mode the Room field displays the room specified at start-up, and cannot be changed.

Required Student Details

Decide which details to prompt the Students for. You can also add two custom fields to the form.

Note: If the "Get Logged on User Name" option is selected, the first name and surname will be greyed out and the Student name will automatically default to the Login name.

Auto Save Register

Student registration details can be viewed in a report but this will be lost when the Control disconnects. If you want to store a copy of the report check this option. You will be prompted for a file name, location and file format (CSV, HTML or XML).

Click **Register** to send the form to Student machines. You can monitor progress as the Students respond. Click Close when all Students have Signed In, the Client icon in the Control window will now display the Registered name.

NetSupport School CCE Student Register

Class Details

Teacher Name: Mrs Smith

Lesson Title: English

Room: 42b

Please provide your personal details for the lesson register

First Name: Sarah

Surname: Smith

OK

Sign Out

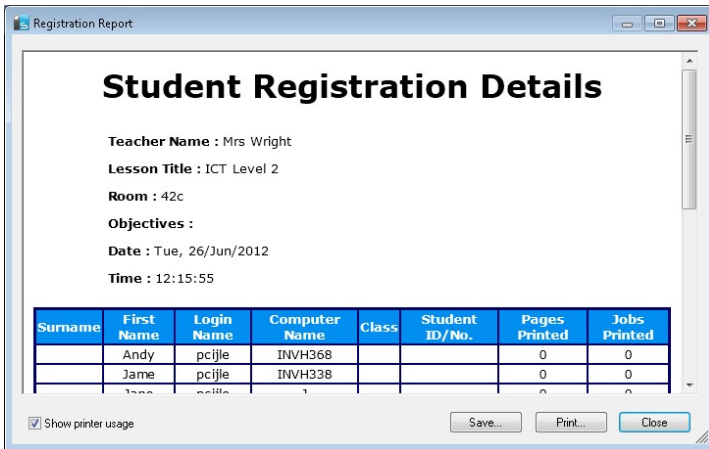
At the end of a lesson you can reset the Client Names using the Sign Out option.

1. Choose {School}{Student Register} from the Control window drop down menu.
Or,
Click the Student Register icon on the toolbar.
2. Select Sign Out from the available options. Confirm that you want to unregister the Students.

Registration Report

Student registration and Printer usage details can be viewed in a report but this will be lost when the Control disconnects.

1. Choose {School}{Student Register} from the Control window drop down menu.
Or,
Click the Student Register icon on the toolbar.
2. Select Registration Report from the available options.



Notes:

- If you want to store a copy of the report ensure that the Auto Save Register option is enabled on the Student Register dialog when requesting the Student details. The report can be stored in CSV, HTML or XML format.
- To quickly print a copy of the report, click the Student Register icon and then click Quick Print.

To display the Login name of Students

When registering Student details, rather than prompt them for their actual name you can default to their Login name.

1. Choose {View}{Current Settings – User Interface - Tutor} from the Control window drop down menu.
2. Check 'Display Student User Names'.

3. Click Ok.

To Save Students Login Name

Enable this option to permanently store the Students Login name.

1. Choose {View}{Current Settings – User Interface} from the Control window drop down menu.
2. Check Remember Student User/ Login names.
3. Click OK.

Finding and Connecting to Students

The Class Wizard enables the Tutor to select the connection mode that best suits their requirements. The Class Wizard is displayed when the Tutor program is initially started and when a class is restarted. You can also specify how Students are connected to and configure these settings in the Tutor Configuration, select {School}{Configuration - Student Selection} from the Control window drop down menu.

The connection methods available are:

- Connect to Students in Room(s).
- Browse the Network and Connect to Clients with a specific name.
- Connect to a Fixed List of Students by logon name.

The default method is 'Connect to Students in Room(s)'.

Note: If the expected Clients are not found it may be because NetSupport has not been configured to browse the required Networks. See *Configuring NetSupport School CCE For Subnet Browsing* for more information.

To Browse and connect to Clients

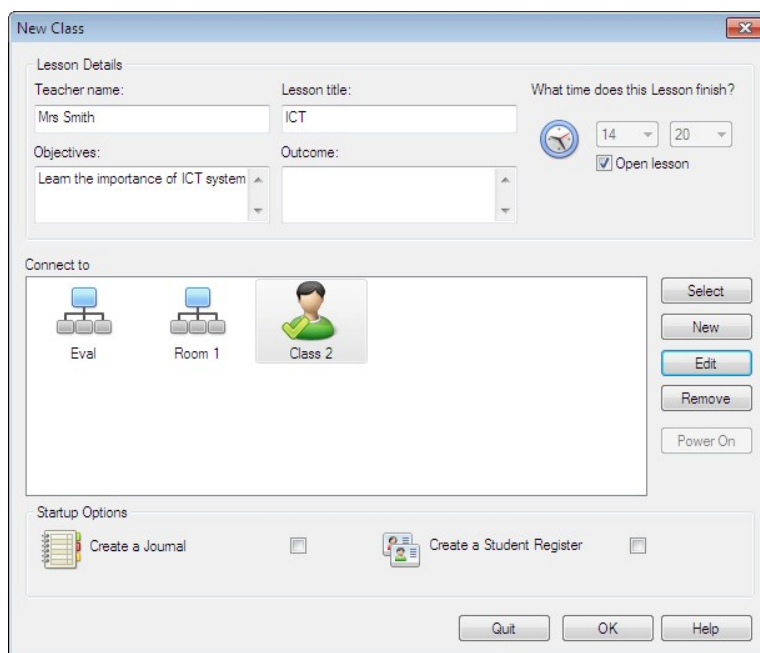
1. Select {School}{Configuration} from the Control window drop down menu.
2. Select Student Selection.
3. Click in the "Browse and Connect to Students starting with" box.
4. Enter the first few characters of the Client names that you want to connect to. For example, entering Class1 would connect to all workstations whose Client name started with Class1. e.g. Class1_Wk1, Class1_Wk2 etc.
5. Click Ok.
6. Click Yes to re-initialise the Control Configurator.
7. The Control will connect to all Clients found and display their icons in the Control window.

Notes:

- If a workstation was not available at the time the Tutor initialised, you can subsequently connect to it by clicking the Manage Class icon in the toolbar and then clicking Refresh. This will re-search the network and connect any additional Clients meeting the criteria.
- If required, a message can be displayed at the Client workstation when a connection is made. See the Configuring The Client Section of this manual.
- A warning icon will highlight machines you have been unable to connect to. Mouse over the icon to display the reason why the connection failed.

Class Wizard

The Class Wizard enables you to enter the general properties of a lesson and allows you to choose how to locate and connect to your students.



Lesson Details

You have the option to input the Teacher Name, Lesson Title, Room Number and Lesson objectives. If these details are completed they will form part of the Student Register should you require one.

What time does this Lesson finish?

Enter the time you want the class to finish, a timer will appear while the lesson is in progress. If you do not want the lesson to be timed enable the Open Lesson option.

Connect to

Select the method to locate and connect to Students.

Click New to create a new connection method. The Select Start-up Mode dialog will appear: you can connect by a Room, a list of Student logon names or browse the local network to locate Students.

When the connection mode has been defined it appears in the Class Wizard and is available for selection. Highlight the required mode and click Select, a green tick will appear showing that it is the current method of connection.

Start-up Options

Create a Journal

Allows you to start or open an existing Student Journal.

Create a Student Register

Before the lesson starts you can prompt the Students to login with their names. These will be displayed at the Tutor instead of the machine names.

Don't show this dialog again

By checking this box the Class Wizard will not appear at start-up.

Note: To re-activate the Class Wizard to appear at start-up, set the Display Class Wizard option in the start-up section of the configuration.

Click Ok to start the lesson. If you have asked for Students to register their names, the Register Student dialog will appear.

Connect to Students via Room Mode

NetSupport School CCE provides a quick and easy method to connect to the machines in a given room. At the start of a lesson the teacher simply indicates which of the pre-defined rooms they want to connect to. 'Roaming' Students also have the option of connecting to a designated room.

The Room settings can also be configured at the Student in the NetSupport School CCE Client Configurator.

Note: Roaming Students can be configured to manually enter the room from the Student icon in the taskbar. If the Student icon is hidden in the taskbar the Student can still manually enter the room by running the setroom.exe. This file is located in the Program folder on the Student machine.

Connecting to Students

1. Select {School}{Configuration} from the Control window drop down menu.
2. Select Student Selection.
3. Click the Connect to Students in Room(s) option and enter the required room.
4. If you want to acknowledge roaming Students click the checkbox.
5. Click Prompt at start-up if you want the Tutor to be prompted to enter a room value each time the Tutor starts.
6. Click Ok.
7. Click Yes to re-initialise the Tutor configurator.
8. The Tutor will connect to all Students found and display their icons in the Control window.

Note: A warning icon will be displayed next to Students that have been unable to connect. Mouse over this icon to see the reason for the failed connection.

Client Disconnects from an Active Session

During an active session you may find that Students inadvertently disconnect, for example, when they reboot their machine. Each time a Student disconnects a message will appear advising which Student has disconnected, you can dismiss this prompt or leave to timeout as it will allow you to carry on working, this message can be disabled if required.

To Disable the Disconnect Prompt

1. Select {View}{Current Settings - User Interface - Tutor} from the Control window drop down menu.
2. Select the **Silent Disconnect** option and Click Ok. The next time a Student disconnects no message will be displayed.

Note: To automatically reconnect to Students when they become available, ensure that the **Automatically Reconnect to Students** option is selected in the Tutor User Interface Settings.

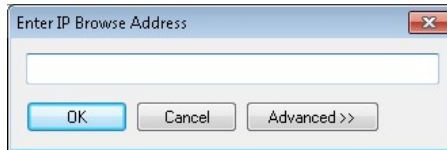
Configuring NetSupport School CCE For Subnet Browsing

If your network is running across multiple TCP/IP Subnets you need to configure NetSupport to use the additional subnets when browsing for Clients.

Before configuring NetSupport to browse on a remote IP subnet it is useful to understand how IP addresses are made up and in particular what an IP Broadcast Address is. **See** Understanding IP Addresses.

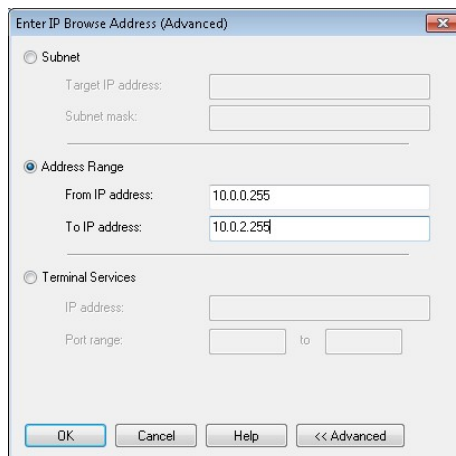
To Configure the NetSupport Control to browse IP subnets

1. Select {School}{Configuration} from the Control window drop down menu.
2. From the Configuration options choose Network Settings.
3. Click the Settings button under Browsing.
4. The Configure TCP/IP Client Browsing dialog will appear.
5. Click Add and enter the Broadcast Address of the Network you wish to browse if known.



Or,

To enable NetSupport to calculate the Broadcast Address, click Advanced and enter a Target IP Address followed by the Subnet mask or enter the required Address Range.



6. Click OK.

Notes:

- When adding the address of a remote subnet, you must ensure that the broadcast address for the local subnet is also present. If not, the Control will not find any local clients when you perform a browse.
 - Some network Routers will suppress broadcast packets from being transmitted across WAN links. If this is the case then even if the Control is correctly configured you will not be able to browse the remote subnet.
-

Understanding IP Addresses

An IP address is made up of 4 bytes, each byte being made up of eight bits, which can have a value of 1 or 0. This gives possible IP addresses of 0.0.0.0 to 255.255.255.255.

Each IP address is also split into two portions, a network portion, which identifies the network the device is on, and the local or host portion, which identifies a particular device.

The subnet mask defines the position of this split between the network and host portions of the address, which is associated with the address. The subnet mask is also a four-byte number. Each bit in the subnet mask that is set to 1 denotes that the corresponding bit in the IP address is part of the network portion.

For example if we have an IP address of 10.10.2.21 and a subnet mask of 255.255.255.0

| | | | | | | | |
|-------------------------------|----------|---|----------|---|----------|---|----------|
| IP Address | 10 | . | 10 | . | 2 | . | 21 |
| Subnet Mask | 255 | . | 255 | . | 255 | . | 0 |
| IP Address In Binary | 00001010 | . | 00001010 | . | 00000010 | . | 00010101 |
| Subnet Mask in Binary | 11111111 | . | 11111111 | . | 11111111 | . | 00000000 |
| Network Portion Of IP Address | 00001010 | . | 00001010 | . | 00000010 | . | 00000000 |
| Host Portion Of IP Address | 00000000 | . | 00000000 | . | 00000000 | . | 00010101 |
| Network Portion Of IP Address | 10 | . | 10 | . | 2 | . | 0 |
| Host Portion Of IP Address | 0 | . | 0 | . | 0 | . | 21 |

Therefore when we send an IP packet to 10.10.2.21 we are actually sending a packet to device 21 on network 10.10.2.0

In the example above, the network 10.10.2.0 can have 256 host addresses, 0 to 255. However, two of the host addresses, the first and last, on each IP network are reserved. The reserved host address with all bits set to 0 is the Network Address, and the one with bits set to 1 is the broadcast address.

In our example network of 10.10.2.0;
10.10.2.0 is the network address
10.10.2.255 is the broadcast address.

When an IP packet is sent to a networks broadcast address each device on the IP network will receive this packet.

It is this IP network broadcast address, which is used when configuring NetSupport Control to browse on an IP subnet other than its own.

Installing and Configuring the NetSupport Tutor Assistant

For use in your existing NetSupport-managed classroom environment, the NetSupport Tutor Assistant delivers greater mobility for teachers around the ICT suite and is also the ideal tool to allow teaching assistants to help with monitoring student progress.

The NetSupport Tutor Assistant works on iPad, iPhone, iTouch, Android phones and Android Tablets and is available for free from both the Apple and Android App stores.

Configuring the NetSupport Tutor to connect to the NetSupport Tutor Assistant

You will be prompted to configure the NetSupport Tutor Assistant connections at start-up, from here you can set a pass code to authenticate connections from the Tutor Assistant.

1. Select {View}{Current Settings - Tutor Assistant} from the Control window drop down menu.
2. The Tutor Assistant configuration settings dialog will appear.
3. Enter a name for the NetSupport School CCE Tutor that will appear at the Tutor Assistant.
4. Enter the connection port and password to authenticate connections.
5. Decide whether to allow Tutor Assistants to be automatically authorised or manually authorised.
6. Click OK.

Installing the NetSupport Tutor Assistant

1. Download the NetSupport Tutor Assistant from the Apple App store, Google Play store or Amazon app store.
2. Tap the Assistant icon on the home page.
3. Enter the IP address of the NetSupport Tutor console you wish to connect to.
4. Enter the password, this will have been set at the NetSupport School CCE Tutor console.
5. The default port is 37777. This can be changed but would also need to be amended at the NetSupport School CCE Tutor.

Note: The NetSupport School CCE Tutor will need to authorise the first connection from the NetSupport School CCE Tutor Assistant.

The Tutor Assistant toolbar icon will change to when the Tutor Assistant service is started and connections are allowed.

Features supported on Tablets:

- Support for Android and iPad tablets.
- View student thumbnails.
- Send students a preset message.
- Block Restricted websites.
- Set Approved websites.
- Block All Internet access.
- Lock/Unlock student computers.
- Logoff student computers.
- Blank/Unblank student screens.
- Restrict student printing.
- Set Approved applications.
- Block Restricted applications.
- Select a group of students.
- Details View.
- View student Help Request notifications.
- Zoom on student.
- Sort students by name/tutor order.
- View current application.
- View current websites.
- Set connection password.
- Tutor badge displaying the number of currently connected Tutor Assistants.

Features supported on Smartphones:

- Support for Android and Apple iOS smartphones.
- Send students a preset message.
- Block Restricted websites.
- Set Approved websites.
- Block All Internet access.
- Lock/Unlock student computers.
- Logoff student computers.
- Blank/Unblank student screens.
- Restrict student printing.
- Set Approved applications.
- Block Restricted applications.
- Set connection password.

Implementing NetSupport School CCE in a Terminal Server Environment

A NetSupport Tutor can connect to Students within a Terminal Server environment.

For ease of implementation NetSupport provides a downloadable setup package that will guide you through the required installation and configuration processes. Our online Knowledge Base provides full instructions, please visit www.netsupportsoftware.com/support and refer to the Technical Document Setting Up NetSupport School CCE to run in a Microsoft Terminal Server Environment (TD128).

Connecting to a NetSupport Student running in a Terminal server session

The preferred method to connect to the Students running in the Terminal Server Sessions is using the "Connect via Room Mode" option. Using this method it's possible to configure the Students running in the Terminal Server sessions to be located in a particular room depending on the User logged onto the Session.

Once the Tutor is configured to the same room as the Students it will automatically connect to all Students located in the room.

Note: The Student Terminal Server settings can be configured in the NetSupport School CCE Client Configurator.

Customise Client Icons

The Student icons displayed in the Control window can be customised to suit individual requirements. A choice of images can be used and you can apply these to the machine name or to the logged on user.

Customise Client Icons

1. Select {Student}{Customize} from the Control window drop down menu.
2. The Image Customisation dialog will appear. Select one of the two tabs:

All Computers Applies the selected image to the machine name.

Logged On User Name Assigns the image to the user name so will load at whatever PC the Student logs onto. This option takes precedence over the machine name.

3. Select the Client Name from the list and click Modify. If using the Logged on User name option, click Add and enter the Students logon name.
4. Browse for the required icon image. A number of default libraries (*.ncl) are provided in the Program Folder or you can select a picture of your own choosing. Highlight the required image and click OK. Repeat this process for any other Clients.
5. Click Done when complete.

Note: Individual Client icons can be changed by amending the properties of the selected item. Choose {Student}{Properties}{Details Tab} from the Control window drop down menu. Select Customise in the Appearance section.

USING NETSUPPORT SCHOOL CCE

In this chapter...

You will discover how to use the wealth of features available to a Control User. From how to initiate a remote control session to how you then monitor and manage activity at the end-users desktop.

Locking Student Controls and Blanking Student Screens

When you perform a Show, the Clients mouse and keyboard are automatically locked. There may, however, be other occasions when you want to lock a Clients keyboard and mouse. You can only Lock/Unlock Clients that are connected.

The keyboard and mouse can be configured to lock separately if required. From the Control window drop down menu choose **{View}{Current Settings – User Interface - Student}**.

To Lock Clients

1. Select the Client(s) you wish to Lock.
2. From the Control window drop down menu, choose {Student}{Lock Keyboard/Mouse}.
Or,
From the toolbar, choose Lock.
Or,
Right-click on selected Client icons and choose Lock keyboard/Mouse.
3. By default a graphic will appear on the Client workstation, informing them that you have locked their mouse and keyboard.

To Unlock Clients

1. From the Control window drop down menu, choose {Student}{Unlock Keyboard/Mouse}.
Or,
From the toolbar, choose Unlock.
Or,
Right Click on selected Client icons and select Unlock Keyboard/Mouse.

To blank a Clients screen when locked

1. Choose {View}{Current Settings – User Interface - Student} from the Control window drop down menu.
2. Check Blank screen when Locking mouse and keyboard.
3. Click OK.
4. Select the Client(s) you wish to Lock.

- From the Control window drop down menu, choose {Student}{Lock Keyboard/Mouse}.
- Or,
From the toolbar, press the Lock icon.

Note: If you View a locked Client, the blank Client screen setting will no longer apply. To blank a Client screen when Viewing, choose {Client}{Blank screen} from the View window drop down menu.

To display a graphic when locking a Client workstation

By default a graphic is displayed on a Student's screen when the Tutor uses the Lock function. When a Client's keyboard and mouse have been locked, a default image **nss_lock_image_jpg** appears on their screen.



- Choose {View}{Current Settings – User Interface - Student} from the Control window drop down menu.
- Clear the Display image when locking mouse and keyboard option.
- Click OK.

Notes:

- If you View a locked Client, the display graphic on a Client screen will no longer apply.
 - If an Image file cannot be located on the Client machine, a flashing message "This machine has been locked by the control user" will be displayed on the Client screen.
-

Change the graphic to be displayed

The image can be changed if necessary by replacing the file or by using the Client Configurator to select an alternative file.

1. In the Client Configurator choose {Advanced}.
2. The Image file will display the default file.
3. Click Browse to select an alternative file, then Open.
4. The Image file will display the new file.
5. Click OK.

Viewing Student screens

Having connected to a Client, you can now control it. This is called Viewing. The Client's screen will be displayed in a window on the Control workstation. NetSupport will allow you to View multiple Client screens, each in its own window, simultaneously.

Note: If required, a message can be displayed at the Client workstation confirming it is being Viewed. See the Configuring The Student Section of this manual.

The Quick view Bar allows you to View a connected Client quickly and easily. When you connect to a Client, a button with the Client's name will appear on the Quick view bar on the Control window. By clicking on a button you will View the Client's screen, by clicking on the button while Viewing, the View window will be closed.

To View a Client

1. Double click the required Client icon in the List view.
Or,
With the required Client icon selected, choose {Student}{View} from the Control window drop down menu.
Or,
Click the View Client icon on the Control toolbar.
Or,
Right click on the Client icon and choose View.
Or,
Click the required Client name on the Quick view toolbar.
2. The View window for that Client will appear at the Control. To aid navigation of the Client screen, a thumbnail image of the screen is displayed enabling you to scroll the Client desktop more easily. Simply click and drag inside the thumbnail to view specific areas. The navigation panel can be enabled or disabled by selecting {View}{Navigation} from the View window drop down menu.



Notes:

- For acceptable performance while Viewing, ensure that the Client's Active Desktop is turned off.
 - If the Client uses multiple monitors you will be able to switch between desktops by clicking the tabs displayed beneath the View window toolbar.
-

To stop Viewing and return to the Control window

1. Choose {Client}{Close} from the View window drop down menu.

There are three modes in which you can View a Client workstation:

Share

The Client's screen will be displayed at both the Control and the Client. Both the Control and the Client will be able to enter keystrokes and mouse movements.

Watch

The Client's screen will be displayed at both the Control and the Client. Only the Client will be able to enter keystrokes and mouse movements. The user at the Control will be locked out.

Control The Client's screen will be displayed at both the Control and the Client. Only the Control will be able to enter keystrokes and mouse movements. The Client will be locked out.

To change the Viewing mode

1. While Viewing the Client, click the View Mode icon on the View window toolbar and select Share, Watch or Control.

Or,

Select {Client}{Share/Watch/Control} from the View window drop down menu.

Other View window options are:

Scale to Fit

It may be that the Client is running in a higher resolution than the Control. In this case choosing the Scale to Fit option from the View window menu or toolbar, will re-size its screen to fit the window in which it is displayed.

Keep Aspect

Maintain the correct aspect ratio of the remote screen.

Switching to Full Screen

Alternatively, you might choose to use the whole of the Control's screen to display the Client's screen. This is known as the Full Screen Viewing. While Viewing a Client in Full Screen a floating toolbar will also be displayed. If you close this down, remember to use the hot keys, usually CTRL+RSHIFT+LSHIFT, to get back to the Control window or press <PAUSE ALT> to display the drop down menus.

Screen Scrape

NetSupport's favoured, and the most efficient, method for capturing screen data is to hook into the Video Driver of the workstation being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances you can enable 'screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network it will at least provide an accurate representation of the Client's screen.

Maximise View Area

Hides the View menu bar, Status bar and toolbar to uses the maximum possible area to display the Clients screen without switching to full screen mode.

Blanking the Clients screen while Viewing

For security reasons, you may require the Client screen to be blank while you are remotely controlling it.

1. Choose {Client}{Blank screen} from the View window drop down menu.
2. The Clients screen will be blanked.
3. To restore the screen, choose {Client}{Blank screen} from the View window drop down menu.

Sending Ctrl+Alt+Delete while viewing

You can send Ctrl+Alt+Delete to a workstation that you are Viewing.

To send Ctrl+Alt+Delete to a Client you are Viewing

1. Press the Ctrl+Alt+Esc keys simultaneously.
- Or,
1. Choose {Client}{Send Ctrl+Alt+Delete} from the View window drop down menu.
 2. Click Yes, to confirm Send Ctrl+Alt+Delete.

Viewing multiple screens simultaneously

NetSupport enables you to View multiple Clients simultaneously, each in its own window. You can even scale their individual View Windows to fit on the Control's screen.

To View multiple screens

1. From the Control window menu or any Client View menu, choose {window}{Tile} and then select which NetSupport Windows you want to display.
2. Your chosen Windows will be tiled on the Control's screen. If you want to be able to see the entire Client's screen then choose the Scale to Fit option in the toolbar of each Client's View window.

Note: Scale to Fit is set by default. To View the screen in normal resolution, turn off Scale to Fit.

Blank All Client Screens

Although you can blank a Client screen while it is being Viewed, there may be occasions when you quickly want to blank all Client screens simultaneously.

To Blank All Client Screens

1. Choose {School}{Blank Screen} from the Control window drop down menu.
2. The Lock symbol will appear on each Client icon.
3. To restore the screens, repeat the above process.

Remote Clipboard

During a View Session you can copy the content of the clipboard between Control and Client PCs.

The Clipboard icon, available on the View window toolbar, provides the following options:

Send Clipboard

Used when copying from the Control to a Client and using the {edit}{cut/copy} menu option.

Retrieve Clipboard

Used when copying from the Client to the Control and using the {edit}{cut/copy} menu option.

Auto

When enabled, provides the quickest method for copying data. Use the short cut keys (Ctrl-C & Ctrl-V) to automatically copy to and from the clipboard at both the Control and Client machines.

Sending the content of the clipboard from a Control to a Client workstation

1. View the required Client.
2. Open appropriate applications on the Client and Control workstations.
3. Select and copy the required data from the application at the Control.

If **Auto** is enabled using Ctrl-C copies the data directly to the clipboard.

Or,

If you have used {Edit}{Cut/Copy}, return to the Clients view window and click the Clipboard icon on the View window toolbar and choose Send Clipboard.

4. To paste the data at the Client application, choose {Edit} from the Client application drop down menu, select Paste.

Or,

Use the short cut keys (Ctrl-V) to paste the data.

Sending the content of the clipboard from a Client to a Control workstation

1. View the required Client.
2. Open appropriate applications on the Client and Control workstations.
3. Copy the required data from the application at the Client as above but if using menu options rather than the shortcut keys, choose Clipboard – Retrieve Clipboard from the toolbar.
4. Return to the Control application and paste the data using the appropriate menu options or the short cut keys (Ctrl-V).

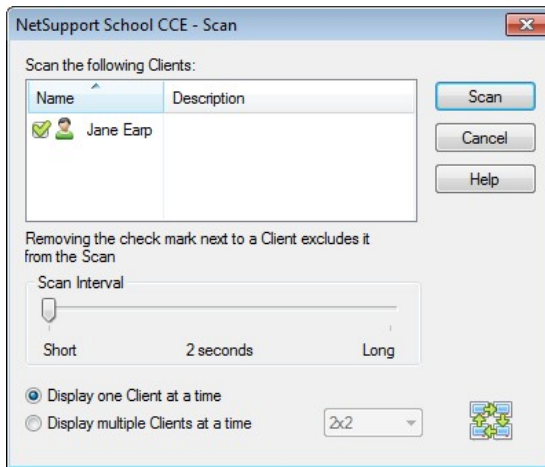
Scanning Students

The Scan function enables you to cycle through each connected Client in turn, displaying its screen on the Control. It is an alternative to Viewing multiple Clients in scaled windows, which may cause their screens to be unreadable.

Multiple Client screens can also be scanned in one Scan window.

To Scan one Client screen at a time

1. Select {Student}{Show – Scan} from the Control window drop down menu.
2. The Scan dialog will appear.



3. Specify which Clients to Scan by removing or including the check mark next to the Client name.

Note: If you want to start scanning from a particular Client, select their icon in the Scan dialog.

4. Select the Scan interval.
5. Select Display one Client at a time.
6. Click Scan
7. The Scan window will appear and immediately show you the first Client in the sequence. It will cycle through the selected Clients, showing their screens on the Control, until you end the Scan.



The toolbar buttons for a single Client Scan Window have the following functions: -

Previous, Auto and Next buttons

You can turn auto timing on or off from the Scan window toolbar, or choose to move forwards or backwards between individual Clients. The previous button shows the previous Client screen scanned. The next button shows the next Clients screen in the scan cycle.

Scaling to Fit

It may be that the Client is running in a higher resolution than the Control. In this case choosing the Scale to Fit button, will re-size its screen to fit the window in which it is displayed.

Full Screen

When Scanning in full screen mode, you can use the Scan Floating toolbar to Control the operation.

Capture

A snapshot of the current Client view window will be taken. You will then have the option to name and save the current screen contents to a file.

To end the Scan

1. Choose {Scan}{Close} from the Scan window drop down menu.

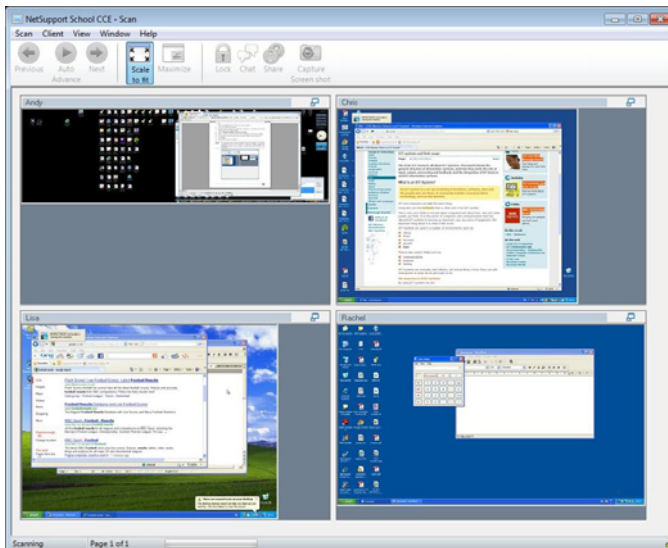
Scanning multiple screens simultaneously

Multiple Client screens can be scanned simultaneously in one Scan window.

To Scan multiple screens simultaneously

1. Select the Scan button from the Control toolbar.
2. The Scan dialog will appear.
3. Specify which Clients to Scan by removing or including the check mark next to the Client name.
4. Select Display multiple Clients at a time.
5. Select number of Client screens to be displayed in the Scan window.
6. If scanning more than four Client screens, select a Scan interval.
7. Click Scan.
8. The Scan window will appear.

Note: If Scanning more Client screens than the number of screens displayed in the Scan window, by using the Next, Auto and Previous buttons you are able to switch between multiple Scan Windows.



The toolbar buttons for a multiple Client Scan Window have the following functions: -

Previous, Auto and Next buttons

You can turn auto timing on or off from the Scan window toolbar, or choose to move forwards or backwards between individual Clients. The previous button shows the previous Client screen scanned. The next button shows the next Clients screen in the scan cycle.

Scaling to Fit

It may be that the Client is running in a higher resolution than the Control. In this case choosing the Scale to Fit button, will re-size its screen to fit the window in which it is displayed.

Maximise

To enlarge a Client View window. This button will be greyed out until you select a Client View window. To maximise the Client View window, click the Maximise button or click the box in the top right hand corner of the Client View window.

Lock

To lock a selected Clients keyboard and mouse.

Chat

To initiate a chat session between a Client and the Control.

Share

To View a Client in Share Mode.

Capture

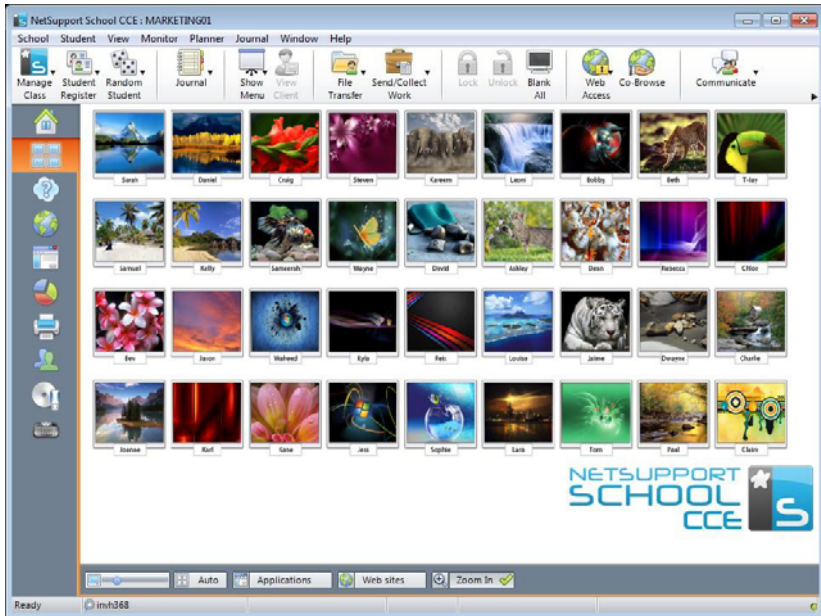
A snapshot of the current Client view window will be taken. You will then have the option to name and save the current screen contents to a file.

To end the Scan

1. Choose {Scan}{Close} from the Scan window drop down menu.

Monitor Mode

Monitor Mode, similar to the Scan feature, enables the Tutor to view multiple Student screens simultaneously.



A convenient thumbnail view of each connected Student screen is displayed at the Tutor providing a quick and easy method for monitoring Student activity. While in Monitor mode the Tutor still has access to the full range of NetSupport features such as View, Chat and File Transfer.

1. Choose {View}{Mode - Monitor View} from the Control window drop down menu.

Or,

Click the Monitor Mode icon on the left hand side of the Control window.

The List view will display each Student thumbnail. By mousing over a thumbnail you can zoom into that screen. Double-clicking on a thumbnail will open a view session to the selected Student, right-click and you can select from the full range of available Client features. For example, by selecting multiple thumbnails you can invite those Students into a Chat session.

Note: The Zoom facility can be toggled on/off by selecting {Monitor}{Zoomed Mode} from the Control window drop down menu or clicking the 'Zoom In' icon at the bottom of the Control window.

Monitor Mode provides a number of additional tools:

Customise Thumbnail Size

Student thumbnails can be resized to suit personal preferences. This is particularly useful when connected to large numbers of Student machines.

1. Choose {Monitor}{Size} from the Control window drop down menu.
2. Select the required size from the available options.

Or,

1. Use the slider on the Size icon at the bottom of the Control window to selected the required size.

Auto-Fit Size of Student Thumbnail

This option will automatically adjust the size of the displayed thumbnails to fit the window.

1. Choose {Monitor}{Auto fit Students} from the Control window drop down menu.

Or,

Click the Auto icon at the bottom of the Control window.

Note: The Tutor interface can be viewed full screen by pressing 'F11' should more room be needed to view the Student thumbnails.

Changing The Thumbnail Refresh Rate

Depending on how closely you want to monitor Student activity you can adjust the frequency at which the thumbnails are refreshed.

1. Choose {Monitor}{Update} from the Control window drop down menu.
2. Select the required time interval from the available options.

Show Active Application

When enabled, an icon will appear in the top right of each thumbnail indicating which application is currently active at the Student machine. In addition, if you have created approved and restricted application lists, a green (approved) or red (restricted) border will appear on the thumbnail alerting you to any potential misuse of applications.

1. Choose {Monitor}{Show Active Application} from the Control window drop down menu.

Or,

Click the Show Active Application icon at the bottom of the Control window.

Show Active Web Site

Displays an icon in the bottom right of each thumbnail indicating which site the Student is currently visiting. If you have created approved and restricted web lists, a green (approved) or red (restricted) border will appear on the thumbnail alerting you to any potential misuse of the Internet.

1. Choose {Monitor}{Show Active Web Site} from the Control window drop down menu.

Or,

Click the Show Active Web Site icon at the bottom of the Control window.

Show Help Requests

If enabled, this option highlights when a Student has outstanding help requests. A flashing Question Mark icon appears in the top right of the relevant thumbnail.

To enable/disable, choose {Monitor}{Show Help Requests} from the Control window drop down menu.

Messenger Monitoring

NetSupport School CCE extends its application control features with the availability of Messenger Monitoring. In addition to the ability to prevent Messenger applications running within the classroom, NetSupport School CCE also provides real-time monitoring of specific Messenger applications presenting the Teacher with a real time view of chat activity and content.

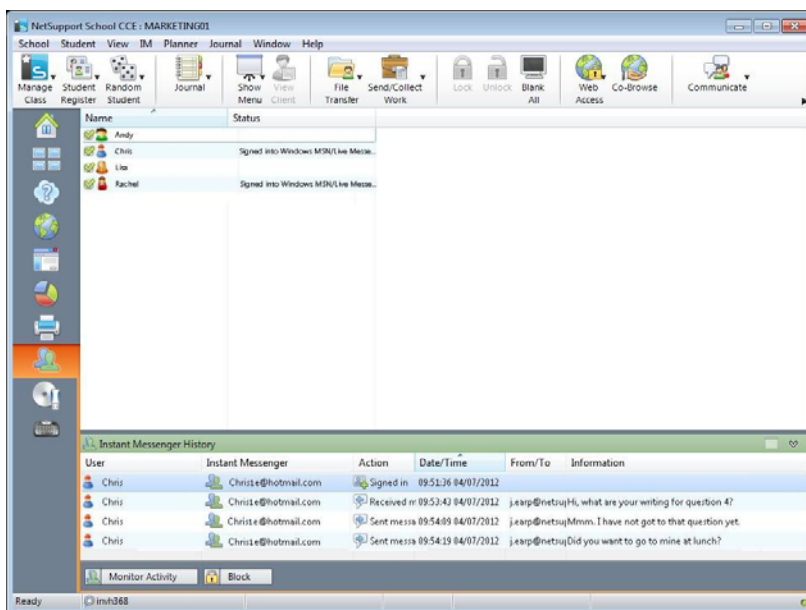
Notes:

- Messenger Monitoring supports the following Instant Messenger applications, Yahoo Messenger 8 or above, Windows Messenger 4.0 or above and Windows Live Messenger 8.1.
- Instant Messenger restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options} from the Control window drop down menu.

1. Choose {View}{Mode - IM View} from the Control window drop down menu.

Or,

Click the Instant Messenger icon on the left hand side of the Control window.




Identify Students Instant Messenger Activity

In the List view, the Student icons can be viewed in two different ways. Choose {View}{Large Icons/ Details} or right click in the List view and select one of these options to change the layout of the Student icons.

When viewing the "Large Icons" layout, an icon is displayed next to the Student icon showing that the Student is signed into Instant Messenger. If the List view is in "Details" layout, the Instant Messenger status for each Student is displayed.

You can filter the Instant Messenger activity, choose {IM}{Filter}{Show Sign In/ Show Sign Out/ Show Messages/ Show File Transfer} from the Control window drop down menu.

The lower panes can be minimised to make more room for the Student thumbnails. Click the  button.

Monitor Instant Messenger

1. Choose {IM}{Monitor} from the Control window drop down menu.
Or,
Click the Monitor Activity icon at the bottom of the Control window.
2. You can now monitor the Students Instant Messenger.

Note: If monitoring is enabled and you switch modes, an icon will be displayed on the Messenger tab to acknowledge that Messenger monitoring is currently switched on.

Block Instant Messenger

1. Choose {IM}{Block} from the Control window drop down menu.
Or,
Click the Block icon at the bottom of the Control window.
2. The Messenger Status for the Students will now show as blocked.

Clear Instant Messenger History

Allows you to clear the Instant Messenger data from the List view. This data is not deleted, you can view this in the Instant Messenger history.

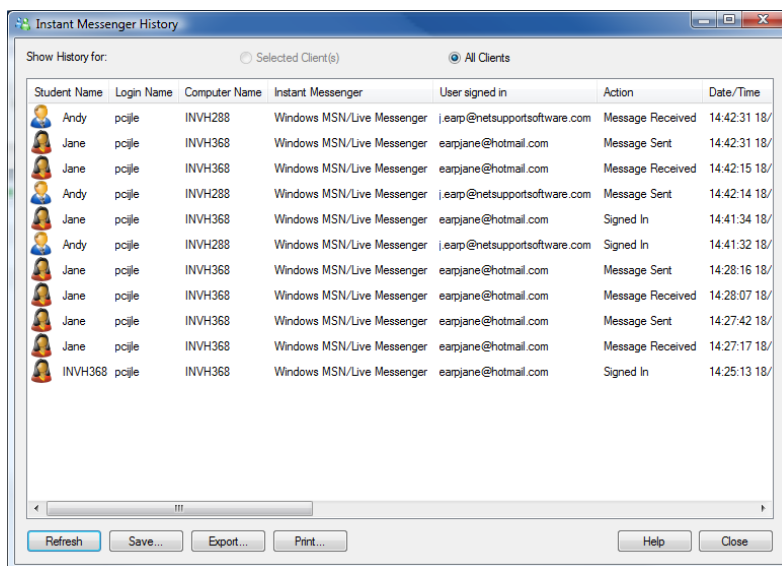
1. Choose {IM}{Clear} from the Control window drop down menu.
2. The Instant Messenger data will be cleared from the List view.

View Instant Messenger History

This feature of Messenger Monitoring enables you to monitor the Messenger activity of connected Students and if required, store or print a permanent record.

1. In Instant Messenger View choose {IM}{History} from the Control window drop down menu.
2. The Instant Messenger History dialog will appear.

This provides details of the Students Instant Messenger activity during the currently connected session.



The available options are:

Show History for:

The list can be viewed by currently Selected Client or All Connected Clients.

Refresh

While viewing the list click Refresh at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Export

Exports data to a CSV file allowing the data to be imported if needed.

Print

Prints details of the currently displayed items.

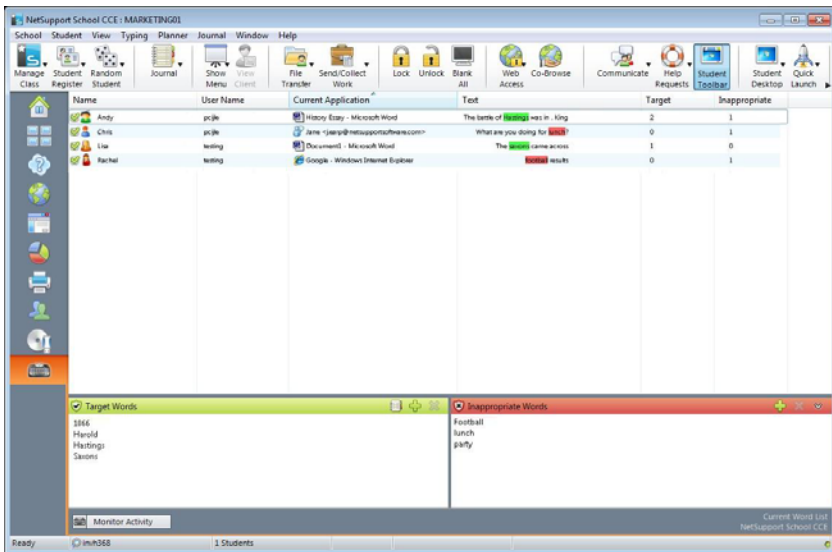
Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

Keyboard Monitoring

Allows the Tutor to monitor Students keyboard usage while using any approved application, providing a real-time insight into Student activity during a class. The Tutor can monitor the entire class, quickly viewing any typed content and keeping an eye on Student activity levels. To further enhance the monitoring process a Tutor can create 'Target' and 'Inappropriate' words lists, when a Student types a word on the list it will be immediately highlighted.


The keyboard monitor also provides a perfect monitoring tool when Students are online in forums or search forms.



In 'Typing' mode you can view details of Target or Inappropriate words and use the available icons to:

- Create a new word list.
- Load an existing word list.
- Monitor Student Typing activity.

Note: "Details" layout is the default layout, you will be unable to view Keyboard monitoring in any other layout.

The lower panes can be minimised to make more room for the Student thumbnails. Click the  button.

The current application will be displayed along with the text the Student is typing, any Target or Inappropriate words will be identified with either a green (Target) or red (Inappropriate) visual indicator. A count of how many Target/Inappropriate words that have been typed by each Student will also be displayed.

Note: Keyboard Monitoring can be setup at start-up. Choose {School}{Configuration}{Start Options} from the Control window drop down menu.

Monitoring Activity

1. Choose {View}{Mode - Typing View} from the Control window drop down menu.
2. Choose {Typing}{Monitor} from the Control window drop down menu.
Or,
Click the Monitor Activity icon from the bottom of the Control window.
3. An icon showing the current application running on the Student workstation will be displayed next to each Student along with any typed content and any Target/Inappropriate words will be identified.

Note: If monitoring is enabled and you switch modes, an icon will be displayed on the keyboard tab to acknowledge that Keyboard monitoring is currently switched on.

Setting up Word Lists

While Keyboard monitoring provides real-time tracking of what Students are typing, you can ensure Students are on track during the lesson by creating Target or Inappropriate Word lists. There may be certain words that you will expect Students to include during a written lesson. When a Student types a word on the list it will be identified with a visual indicator, green (Target) or red (Inappropriate).

Notes:

- Word Lists can be sent to the Student Journal, allowing the Student to refer back to this after the lesson. Choose {Typing}{ Add Target Word List to Journal} from the Control window drop down menu.
 - The Target Word List can be viewed in the Student Toolbar, choose {Typing}{Allow Students to View Target Words} from the Control window drop down menu.
-

Add a Word to your Target or Inappropriate List

1. Click on + to add a word to your Target or Inappropriate list.
Or,
Right click in the list box and select "Add Word".
2. The Add Word list dialog will appear.
3. Type in the word to be added.
4. Click OK.
5. The word will appear under the Target or Inappropriate list.

Remove a Word from your Target or Inappropriate List

1. To remove a word from the list, simply highlight the chosen word and click X.
Or,
Right click in the list box and select "Remove Word".

Create a new Word List

1. Choose {Typing}{Create new Word List}.
2. A dialog will appear. Enter a file name and click Create.
3. A new blank Word list will appear.

Open an Existing Word List

1. Choose {Typing}{Load Existing Word List}.
2. Highlight the relevant file and click Open.
3. The existing Word list will appear.

Save a Word List

1. Choose {Typing}{Save Word List as}.
2. A dialog will appear. Enter a file name and click Save.
3. The current Word list will be saved.

Notes:

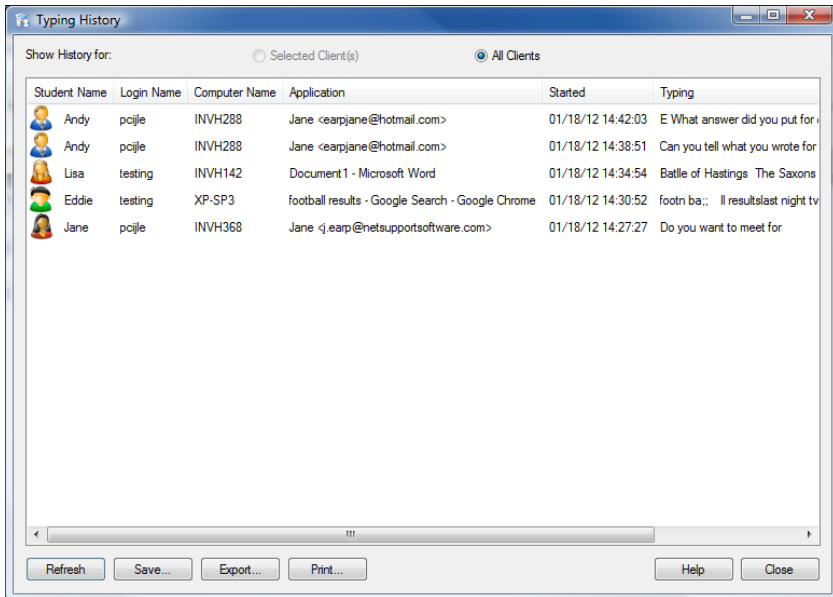
- Any changes that have been made to the new or existing Word list will be automatically saved when a new Word list is created or when you have exited from the NetSupport School CCE program.
 - The default Word list is saved as NetSupport School CCE.wdl.
-

View Typing History

This feature of Keyboard Monitoring enables you to monitor the Keyboard usage of connected Students and if required, store or print a permanent record.

1. In Typing View choose {Typing}{History} from the Control window drop down menu.
2. The Typing History dialog will appear.

This provides details of the Students Keyboard activity during the currently connected session.



The available options are:

Show History for:

The list can be viewed by currently Selected Client or All Connected Clients.

Refresh

While viewing the list click Refresh at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Export

Exports data to a CSV file allowing the data to be imported if needed.

Print

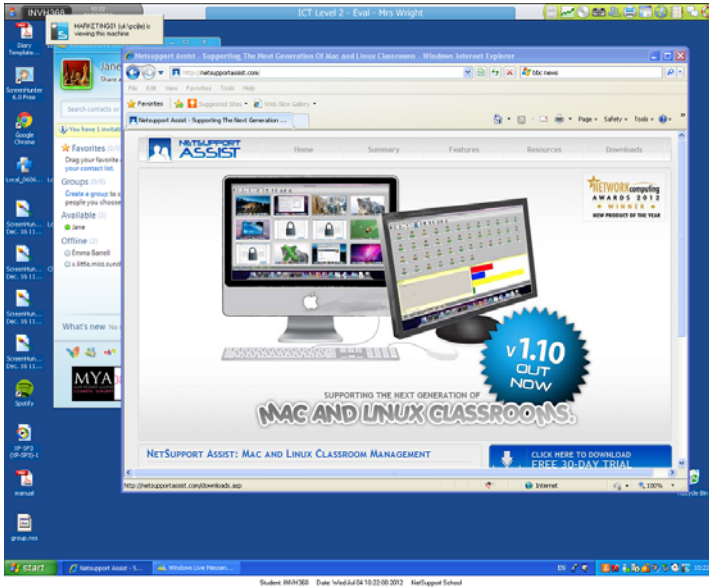
Prints details of the currently displayed items.

Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

Screen Capture

Screen Capture enables the Tutor to take a snapshot of the current Student screen whilst Viewing or Scanning and allows the Tutor to save the current screen contents to a file. The Machine name, Student name, date, time and Product name will also be recorded on the Screen Capture when saved.



Capture a Students screen whilst Viewing

1. When Viewing a Student choose {Tools}{Capture Screen} to capture the current screen contents.
Or,
Click on the Capture icon on the toolbar.
2. A Save As Dialog will appear.
3. Type in a File Name.
4. Choose one of the three different file formats, .BMP, .JPG, and .PNG.
5. Click Save.

Capture a Students screen whilst Scanning

1. When Scanning Student screens choose {View}{Capture Screen} to capture the current screen contents.
Or,
Click on the "Capture" icon on the toolbar.

Notes:

- When Scanning Multiple Students, a Student screen must be active (highlighted) for the Screen Capture feature to become available.
 - When capturing in the Scan session (one Student at a time), Auto Scan is temporarily suspended until the Screen Capture operation is complete. Once complete, Auto Scan is re-enabled automatically and the Scan of the next Student continues.
-
2. A "Save As" Dialog will appear.
 3. Type in a File Name.
 4. Choose one of the three different file formats, .BMP, .JPG, and .PNG.
 5. Click Save.

Showing to Students

The Show feature enables the Control user to emphasise key learning points by displaying the information on their screen to a selected Client or group of Clients. You can also show a stored Replay file, a Video or an Application that is currently running at the Control.

During a Show, the Control can nominate a selected Client to take over the demonstration, making them the Show Leader.

To include a 'snapshot' of the screen in the Student Journal click Print Screen during the Show or right-click the Show icon on the taskbar. A dialog will appear displaying the image to be added to the Journal, notes can be added to accompany the image.

To Show a Control screen

1. Click the 'Show Menu' icon on the Control toolbar and choose Show.
2. Your desktop will be displayed to all connected Students.

Note: You can set the properties for a Show session, select {View}{Current Settings - Show} from the Control window drop down menu.

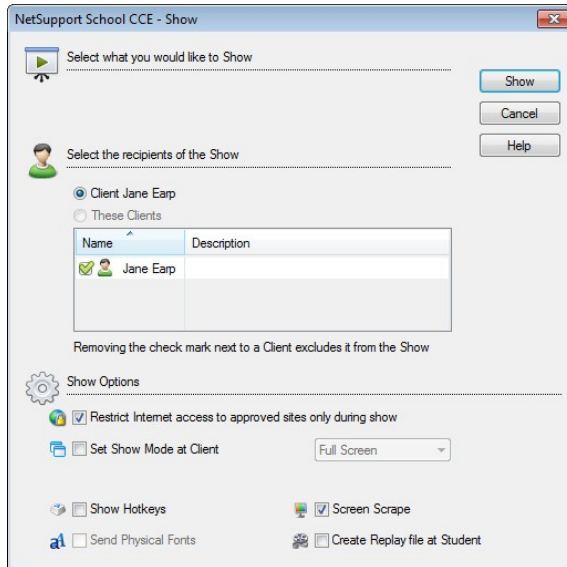
Or,

1. Choose {Student}{Show - Show} from the Control window drop down menu.

Or,

Right-click on a selected Client icon and choose Show.

2. The Show dialog will appear.



In this dialog you select the Client, or Clients, that you will Show your screen to and set any associated properties.

Select what you would like to Show

NetSupport will identify if the Control is running multiple monitors, giving you the option to choose which one to Show from the drop down list. If you are unsure which is the correct screen, click Identify. Alternatively, select Whole Desktop to show all.

Select Recipients

Select the Client or Clients that you will Show your screen to.

Show Options

Set Show Mode at Client (Windowed, Full Screen or Maximise Window)

This option allows you to Show at the Client either in a small window, full screen or maximised window size. When showing in windowed and maximised window size the Clients Mouse and Keyboard are not locked.

Show Hotkeys

To ensure that all actions performed by the Control are visible to the Clients during a show you can enable the use of Hotkeys. Any key combinations that the Control uses, e.g. CTRL+V, will be displayed in a balloon at both the Control and Client screens.

Notes:

- If using a mixture of key combinations e.g. ALT+V+T, NetSupport will only display two consecutive keystrokes at any one time.
 - This utility is only supported on Windows XP and above.
-

Send Physical Fonts

In order to reduce the volume of data being sent when sharing information of this nature, NetSupport passes the font information by reference. The target workstation will refer to its own internal font mappings to find an appropriate match to the one that has been sent. In most cases the same fonts will be available but if there are instances where this isn't the case you can send the full information. Check this box to enable.

Screen Scrape

NetSupport's favoured, and the most efficient, method for capturing screen data is to hook into the Video Driver of the workstation being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances you can enable 'screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network it will at least provide an accurate representation of the Client's screen.

Create Replay File at Client

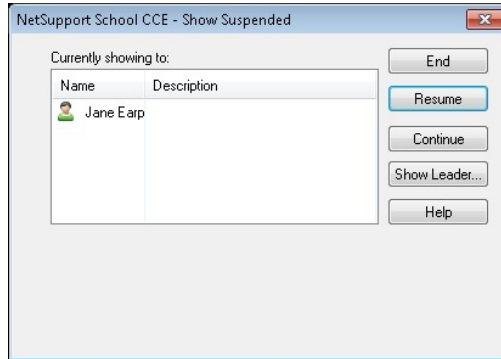
The Show session can be recorded and stored in a Replay file giving Clients the opportunity to playback the session at a later date.

Apply Internet Restrictions at Tutor during Show

Allows the Tutor to only access websites that are on the Approved Site List, preventing inappropriate websites being displayed to Students during a Show.

To end the Show

1. Click on the NetSupport button
Or
Double click the Show Icon on the taskbar.
Or
Double click the NetSupport Tutor icon on the desktop.
2. This will display the Showing dialog.



3. Click End.
Or,
 1. Right click on the NetSupport icon on the taskbar.
 2. Click End Show.
- Or,
 1. Use the hot key combination CTRL+ALT+END.

To enable the Control to Continue working in the background while Showing

1. Click on the NetSupport button on the taskbar.
2. The Showing dialog will be displayed.
3. Click Continue.
4. The Control window will be displayed and the Title bar will indicate that the Show is Suspended. You can now continue to use the Control workstation without the Clients seeing what you are doing. The Client screens will still display the previous Show.

To Resume a Show while Suspended

1. Click Resume on the Control window toolbar.

Or,

1. Choose {Student}{Show - Resume} from the Control window drop down menu.
2. Clients will now see the application currently displayed at the Control.
3. The Showing dialog will be displayed on the Control screen from which you can choose to End, Resume or Continue the Show.

To end a Show while Suspended

1. Choose {Student}{Show - End Show} from the Control window drop down menu.
2. Clients will now see their own display.

To set a Show Leader while Suspended

With the Show suspended, the Control can assign Show Leader status to one of the selected Clients. This unlocks the mouse and keyboard of the Client, enabling them to take over the demonstration. The Control continues to oversee the Show and can End the Show as required.

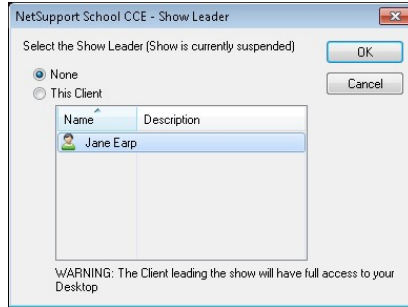
Show Leader

While the Control screen is being shown to the class, it may be appropriate for a Student to take over the demonstration. For this purpose, the Control can assign Show Leader status to a selected Student. The mouse and keyboard of the Show Leader's PC are unlocked and they can continue the presentation on the Control's behalf.

The Control can still interact simultaneously with the Show Leader and can suspend or end the session as required.

To create a Show Leader

1. Start Showing the Control screen to Students as normal.
2. When you are ready to create a Show Leader, click on the NetSupport School CCE button on the taskbar.
3. This will display the Showing dialog and the Show will be suspended. Client screens will still display the Control screen.
4. Click Show Leader.
5. The Show Leader dialog will be displayed.



Note: If the 'Show icon on taskbar' option has previously been selected, you can create a Show Leader by right clicking on the icon and choosing Show Leader.

6. Click 'This Client' and select the Client to make Show Leader.
-

Note: The Show Leader will have full access to your desktop.

7. Click OK.
8. The message 'You are leading the Show' will appear at the selected Clients machine.
9. Click Resume to restart the Show.

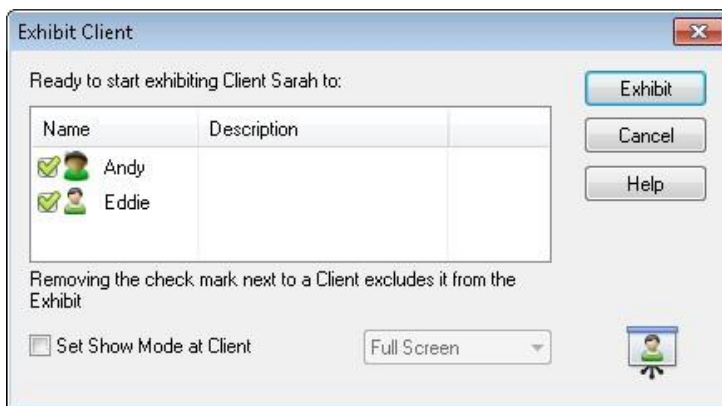
The Show Leader and Control can now interact together in leading the Show.

Exhibit - Showing a Student's screen on Student screens

With NetSupport School CCE, it is possible to Show the Control's screen to a number of connected Clients. It is also possible to show one Client's screen to other connected Clients, this is called Exhibit. For example, Client 1 has produced some work, which you wish to show to rest of the class.

To Show a Students screen

1. Select the Client whose screen you want to show to the other Clients.
2. Choose {Student}{Show - Exhibit this Client} from the drop down menu.
Or,
Right click on the Client icon and choose Exhibit this Client.
3. The Exhibit dialog will be displayed.



4. Select the Clients you wish to include.
5. Set the Show Mode to be used at the Client screens, Full Screen, Windowed or Maximise window.
6. Click Exhibit to commence the Show.
7. The selected Client's screen will be then be displayed on the screens of the Control and the other Clients. Only the Control and the Exhibiting Client will be able to change the screen, with the keyboard or mouse.

Note: You can also exhibit a Student's screen to others by clicking the Show Menu icon, selecting the Student to exhibit from the drop down list under Exhibit and then clicking Exhibit.

Switching between Full Screen and Windowed Mode At The Control

While the Show is in progress, the Exhibited screen appears 'Full Screen' at the Control. If preferred, you can switch to 'Windowed' mode. A toolbar appears, from which the Control can perform a number of tasks.



To Switch Between Full Screen and Windowed Mode

1. Select Full Screen from the toolbar.
Or,
Choose {View}{Full Screen} from the drop down menu.

Notes:

- While in Full Screen Mode, a floating toolbar appears.
 - To return to Windowed Mode, click the Full Screen button on the floating toolbar or use the hotkeys <CTRL>+<LSHIFT>+<RSHIFT>.
-

Suspend or Stop the Exhibit

The Control can choose to end the Show or temporarily suspend it. While suspended, the Control and/or Client can prepare a new demonstration in the background. The previously exhibited screen remains on the other Client screens until the Show is resumed.

To Suspend The Exhibit

1. From the window toolbar or floating toolbar, choose Suspend.
2. While suspended, the Control and Exhibiting Client can work in the background. The other Client screens remain frozen.
3. To resume the Show, choose Resume.

To Stop The Exhibit

1. From the window toolbar or floating toolbar, choose Stop.

Annotating Screens

The Show, Exhibit and View features provide a useful Annotate tool that can be used to highlight areas of a Tutor or Student's screen in order to emphasise a key learning point.

To annotate a Show screen

While the Control screen is being shown, the tutor may want to draw the student's attention to a particular area. The Annotate tools can be used to highlight the relevant part of the screen.

1. While Showing, right click on the NetSupport Showing icon or the NetSupport School CCE Task bar button, and select Annotate Screen.
Or,
Double click on the Annotate icon.
2. The Annotate toolbar will appear.
3. Select the tool, colour etc and use the mouse to draw over the relevant part of the Control screen.

Notes:

- If you do not want the Student's to see the screen being annotated in real-time, click Suspend. This freezes the Show enabling the Tutor to continue working in the background. Click Suspend again to restart the Show, this refreshes the display at the Student screens.
 - To include a screenshot of the Show in the Student Journal, select Send to Journal from the Annotate Options menu or use shortcut keys CTRL+ALT+Print Screen, you can also add notes to accompany the image.
-

To annotate a screen while Viewing

While Viewing, the Control can use the Annotate tools to highlight a particular area of the Client screen. In Share and Watch Mode, the Client can also use the Annotate toolbar options. The Control can still use the other View window options while Annotating, Chat, and File Transfer etc.

1. View the required Client.
2. Select {Tools}{Annotate} from the View window drop down menu.
Or,
Click the Annotate icon on the View window toolbar.
3. The Annotate Toolbar will appear.

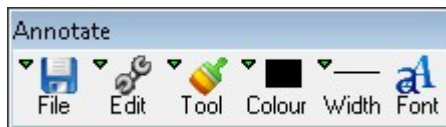
To annotate a screen while Exhibiting

The screen of a Client that is being Exhibited can be Annotated in order to draw the attention of the other Students to a particular learning point. Depending on the Mode being used, both the Control and/or the Exhibited Client can use the Annotate options.

1. Exhibit the required Client screen.
2. Select {Tools}{Annotate} from the Exhibit window drop down menu.
Or,
Click the Annotate icon on the Exhibit window toolbar.
3. The Annotate Toolbar will appear.

Note: If you do not want the Student's to see the screen being annotated in real-time, click Suspend. This freezes the Show enabling the Tutor or Exhibited Client to continue working in the background. Click Resume to restart the Show, this refreshes the display at the Student screens.

Annotate Toolbar



File

Save Screen Saves the Annotated screen to a file.

Save Selection When the 'select region' tool is active, you can highlight an area of the screen and save it to a file.

Exit Ends Annotate but stays in Show, Exhibit or View mode.

Edit

Clear Annotations Clears the annotations.

Undo Undo the most recent Annotation.

Redo Redo an Annotation that has been undone.

Tool Choose from a range of tools with which to annotate the screen. For example, freehand draw, draw arrow, select region.



Colour Sets the pen colour.

Width Sets the width of the line.

Fill Sets the colour and fill style.

Font Sets text font.

Suspend Suspends the Show allowing you to go back to the Control View window. (Not available when Viewing or Exhibiting)

End Ends the Show, and takes you back to Control View window. (Not available when Viewing or Exhibiting)

NetSupport Video Player

NetSupport School CCE provides exceptional multimedia support with full Video and remote control capabilities. This section deals specifically with the use of the Video Player. Please see Showing for more details.

All standard video files, for example .avi and .mpg, are supported. The Video Player runs locally on each Client workstation and the video file can be accessed locally or from a network drive. If video files are stored locally the impact on the network is minimised as only the data to control the player, e.g. start, stop, pause and synchronisation packets, are sent. If each Client machine retrieves the video file from a network drive you will place additional demands on the network.

For optimum performance, store the video files locally on each workstation, you may wish to use File Distribution to do this.

Other influencing factors will be:

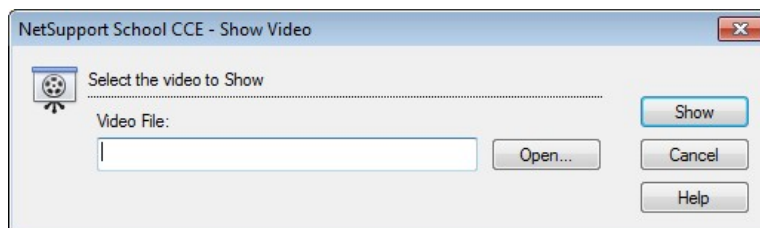
- The number of Client workstations accessing the file;
- The speed of the network e.g.: 10/100 MB;
- The size of the video file;
- Client workstation memory/performance specification;
- Other traffic on the network.

Notes:

- If the video file to be played does not exist on the Student machine NetSupport School CCE will automatically send it to the Student.
 - If a Client workstation is required to retrieve files from a Server, for smooth operation, ensure that the Client workstation has sufficient access rights to the relevant drive and files.
 - The quality of the display will be affected by the video adapter of the workstation and how the screen resolution is configured.
-

Play a Video file on a workstation

1. Choose {Student}{Show - Show Video} from the Control window drop down menu.
Or,
Right-click on a Client icon in the List view and choose Show Video.
Or,
Click the 'Show Menu' icon on the Control toolbar and choose Show Video.
2. The Show Video dialog will appear.



This is used to select the Clients to show to and the video file to be shown. In the Video File field enter the location and name of the required video, you can select Open to browse for the file.

3. Click Show.
4. A check will be made to ensure that the video file is available at the Student. If not, the video file will be automatically copied to the Student machine.
5. When the video file is launched, the Video Player Control Panel appears. Standard operations are available, Play, Stop, Pause etc.

Note: While the video is running, the Client workstations are locked.

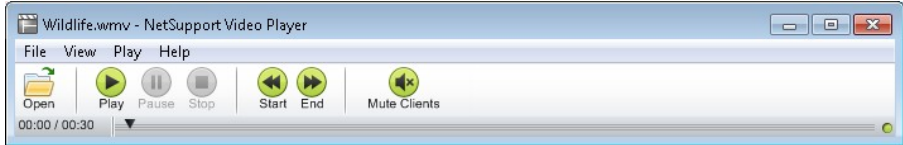
Playing Videos via Explorer

NetSupport also provides an option to run videos from outside the Tutor program. Simply navigate to the required video file in Explorer and launch it from the folder where it is stored.

1. Navigate to the folder containing the video file.
2. Right-click on the required video and select 'Show with NetSupport School CCE' from the drop down list.
3. The Tutor program will load, connect to the Known Clients and display the Show Video dialog.
4. Confirm which Clients to include, the Video file will already be selected, and click Show.

NetSupport Video Player Control Panel

The Video Player Control Panel operates in a similar manner to all audio and visual aids. Although the commands on the toolbar perform the same actions as would be expected please find a detailed explanation below.



File Menu - The File drop down menu contains the following options:

Open

Allows you to select and load the appropriate video file.

Close

Closes the open video file.

Exit

Shuts down the Video Player.

View Menu - The View drop down menu contains the following options:

Toolbar

Hides and displays the Video Player toolbar.

Status Bar

Hides and displays the Status bar of the Video Player.

Zoom

Resizes the video screen

Play Menu - The Play drop down menu contains the following options:

Play

Starts the loaded video file.

Stop

Returns to the beginning of the loaded video file.

Pause

Blanks the Clients video screen and pauses the video file at the Control workstation.

Repeat

The video file will be repeated until the Tutor stops this.

Start

Returns to the beginning of the video file.

End

Fast forwards to the end of the video file.

Mute Clients

If students are not using headphones while they are watching a video, the sound coming from each workstation can be distracting. This option turns audio off at the Client workstations but leaves it on at the Tutor machine.

Help Menu - Provides access to the on-line Help and general Version information.

Using Replay Files

When a Tutor remote controls a Student workstation they can record the screen, keyboard and mouse activity taking place.

The information is stored in a file that can be replayed at the Tutor machine and, if required, shown to other Students.

The Replay facility can be configured to record at all or individual Student machines. Local activity at the Tutor machine can also be recorded.

Once enabled, activity is recorded as soon as a View session is opened. Recording stops when the View session is closed, at which point the stored Replay File becomes available for playback.

A Show session can also be recorded enabling Clients to playback the demonstration at their convenience.

By default, a Replay file is saved as a .rpf file, these can be converted to AVI or WMV video files. Pre-set options will be provided for converting Replay files to video files. More advanced users can access the Replay conversion utility where you can control video resolution, audio quality, start and end points of the video and much more. To launch the Replay conversion utility select {Start}{Programs}{NetSupport School CCE}{NetSupport School CCE Replay}. On Windows 8 machines right-click in the Start screen and choose All Apps at the bottom of the screen. Click the NetSupport School CCE Replay icon.

Note: Replay Files store screen images and can therefore become very large. Good housekeeping plays a vital role in maintaining files of this nature. It is recommended that old files are deleted on a regular basis.

Record Replay Files For All Students

This procedure enables the Tutor to create a Replay file at any Student workstation that it remote controls.

1. Choose {View}{Current Settings-Replay Files} from the Control window drop down menu. The Replay Files dialog will appear.
2. Enable the **Record Replay Files** check box. A Replay file will be created each time the Tutor opens a view session at any Student machine.

3. **Prefix Files With Client Name**

In order to identify each Replay file, filenames are prefixed with the Client Name and the date/time of the recording. Alternatively, by unchecking this box the files will be named sequentially in the format 00000001.rpf etc.

4. **In Folder**

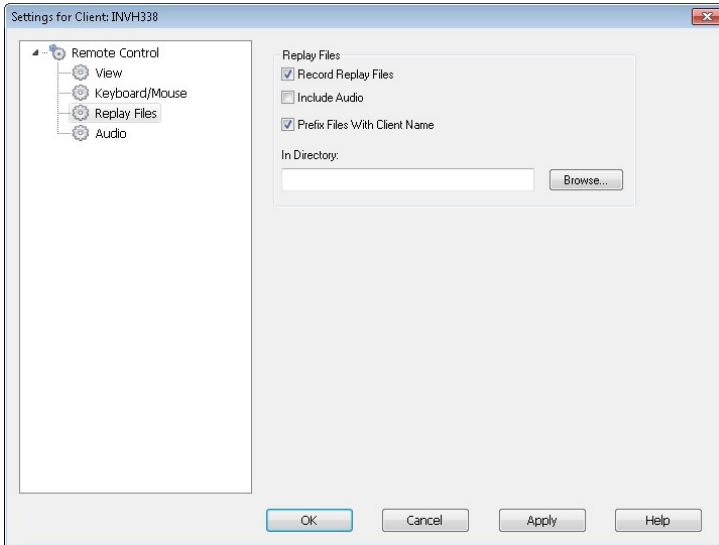
Specify where the Replay Files are to be stored.

5. Click OK.

Record Replay Files for Individual Students

This procedure enables Replay Files to be created at selected Student workstations.

1. View the required Student machine.
2. Choose {View}{Settings for Client-Replay Files} from the View window drop down menu. The Replay Files dialog will appear.



3. Enable the **Record Replay Files** check box. A Replay file will be created each time the Tutor opens a view session at this Student machine.

4. **Prefix Files With Client Name**

In order to identify each Replay file, filenames are prefixed with the Client Name and the date/time of the recording. Alternatively, by unchecking this box the files will be named sequentially in the format 00000001.rpf etc.

5. **In Folder**

Specify where the Replay Files are to be stored. A separate folder can be specified for each Student.

6. Click OK. Recording will start immediately, close the View session to stop recording.
7. Repeat steps 1-7 for any other Student machines.

Record Replay Files at the Tutor

Activity at the local machine can be recorded and shown to Students.

1. Choose {School}{Record Files} from the Control window drop down menu.
2. The Replay Files dialog will appear. Existing Replay files will be listed.
3. Click Change to specify where you want the Replay files stored.
4. Click Create Replay to start recording. The Recording icon will appear in the task bar.
4. To stop recording, double click the Recording icon.
5. By default, filenames will be prefixed with 'Local' and the date and time of the recording. You can rename the file by over typing the default name.
6. The Replay file will appear in the list.

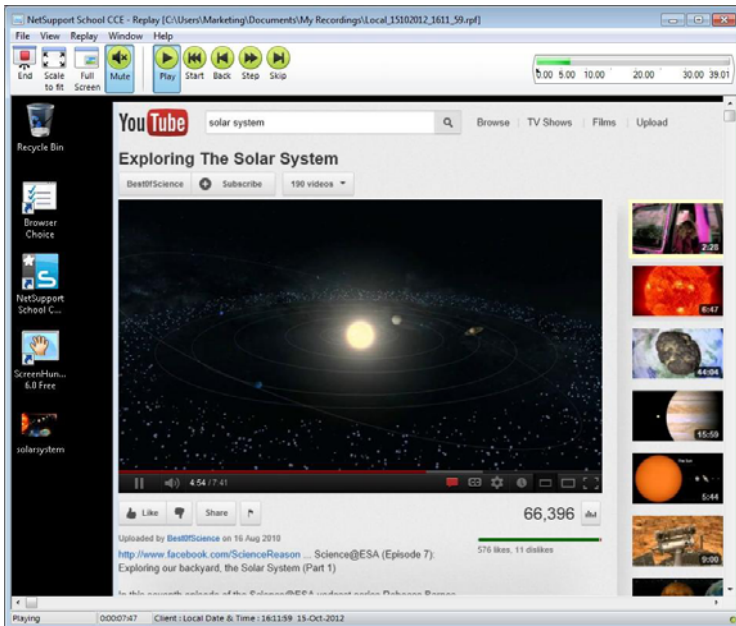
Watching Replay Files

Stored Replay Files can be watched by Tutors and, if required, shown to Students.

At a local level, the NetSupport Client program also provides a Replay option enabling Clients to launch files.

At the Control

1. Choose {School}{Replay Files} from the Control window drop down menu.
Or,
If displayed, click the Playback icon on the toolbar.
2. Select the required Replay File and click Play Replay File.
3. The Replay Window will open and start playing the file.



4. Choose {File}{Close} from the drop down menu to close the window.

At the Client

1. Right-click on the NetSupport Client icon in the system tray and choose Replay.
Or,
Double-click on the Client Icon and choose {Commands}{Replay} from the drop down menu.
2. Navigate to the Directory where the Replay Files are stored.
3. Select the file to replay.
4. Click Open. The Replay Window will appear. Use the Replay Controls to Start/Stop the file.

Replay Window - Control Panel

When viewing a replay file in full screen mode a control panel is displayed, this provides the controls for playing the recorded information. The control panel contains a replay time index that indicates where in the replay file you currently are, and displays information about the file being played.



The individual sub menus and available functions are:

Stop and Play

The Stop button is shown when you are playing a replay file and the Play button when the file is stopped. Only one of these buttons is displayed at a time. The file is played until the end is reached or the Pause Marker is encountered.

Rewind

Start playing the file from the beginning if it is already playing otherwise moves the replay index to the beginning of the file.

Skip to Previous marker

Moves the replay index to the previous activity marker or to the beginning of the file if there isn't one. These markers are added at points when lots of activity was recorded at the Client.

Frame Advance

Advance the replay index to the next frame. Press and hold this button to Fast-Forward through the replay file.

Skip to Next marker

Moves the replay index to the next activity marker or to the end of the file if there isn't one.

Mute

Turn audio on/off within the Replay file.

Other Information

The current time index is displayed to the right of these controls in the hh:mm:ss.ms format. The name of the Client that the replay was recorded on, the date and time are displayed at the bottom of the window.

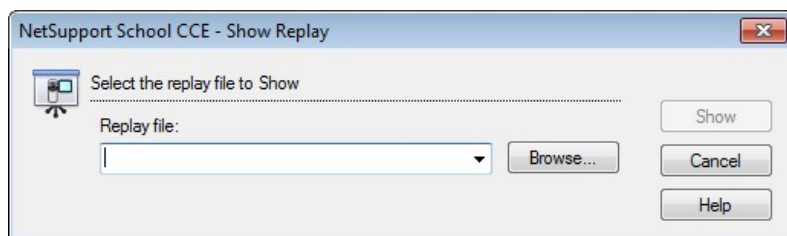
Replay Marker

This marker can be positioned anywhere within the time frame of the replay file. The marker is the small black triangle beneath the time index control. Click and drag this to the position where you want the file to stop playing. When the marker is encountered the replay stops, and you can then press play to continue past it.

Showing Replay Files to Students

Using NetSupport's Show feature, a Tutor can show a stored Replay file to any number of connected Students.

1. Click the 'Show Menu' icon on the Control toolbar and choose Show Replay.
Or,
Choose {Student}{Show - Show Replay} from the Control window drop down menu.
Or,
Choose {School}{Replay Files} from the Control window drop down menu and select Show Replay.
2. The Show Replay dialog will appear.



3. Browse for and select the required Replay file.
4. Click Show.
5. The Replay Window will open at the Tutor machine and start playing the Replay file to the selected Students.
6. Click End on the Replay window toolbar to end the show.

Converting Replay Files to Video Files

NetSupport School CCE Replay files can be converted to video files allowing them to be played outside of NetSupport School CCE on a range of media players. Replay files can be converted to WMV and AVI formats.

Converting Replay Files

1. Select {School}{Replay Files} from The Control window.
2. The Replay Files dialog will open.
3. Select the Replay files to convert and click Convert File.
4. The wizard will guide you through the conversion process.

Using the Replay Conversion Utility

For more advanced options when converting Replay files a Replay conversion utility is provided allowing you to control video resolution, audio quality, start and end points of the video and much more.

Note: The Replay conversion utility is installed by default when installing the NetSupport Tutor Console. You can also install the utility as a standalone component.

1. Select {Start}{Programs}{NetSupport School CCE}{NetSupport School CCE Replay}.

Note: On Windows 8 machines right-click in the Start screen and choose All Apps at the bottom of the screen. Click the NetSupport School CCE Replay icon.

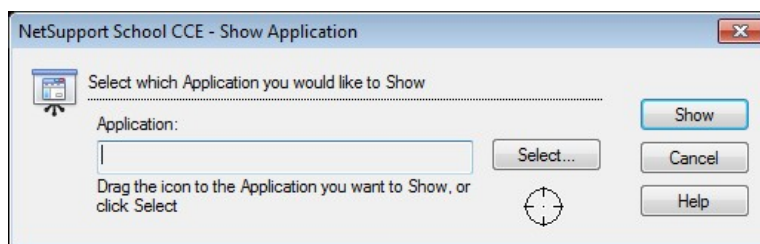
2. The Replay conversion utility will open.
3. Browse for the required Replay file and set the required properties.
4. Click Start Encoding.

Show Application

The Show feature enables you to display the Control screen to Students. However, if a number of programs are open at the Control, there may be occasions when you want to show a single application in isolation.

To Show an Application

1. Choose {Student}{Show - Show Application} from the Control window drop down menu.
Or,
Right-click on a selected Client icon and choose Show Application.
Or,
Click the 'Show Menu' icon on the Control toolbar and choose Show Application.
2. The Show Application dialog will appear.



3. Drag the icon to the required application on the Controls desktop and release. (A pink border will appear around the selected application as you move the mouse around the desktop)
Or,
Click Select and choose the application from the displayed list.

Note: NetSupport will identify if the Control is running multiple monitors, giving you the option to confirm which one the selected application is sited on. If you are unsure which is the correct screen, click Identify. If only one monitor is detected, select Whole Desktop.

4. Click Show.

Configure the settings for a Show

1. Select {View}{Current Settings - Show} from the Control drop down menu.
Or
Click the Show Menu icon on the toolbar and choose More.
2. The Show settings dialog will appear.
3. Set the required settings.

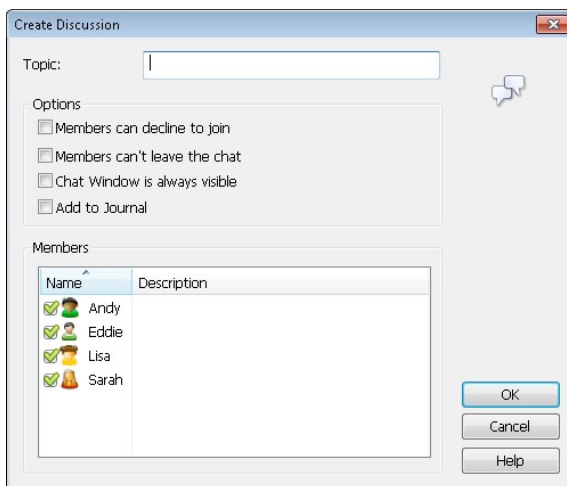
Note: You can enable or disable audio during the Show and change the display mode from the Show drop down menu.

Chatting to Students

NetSupport allows you to Chat to any number of connected Clients simultaneously, via a scrolling text window.

To Chat to Clients

1. Select the Clients you want to Chat to in the List View. If you do not select a Student icon, all connected Clients will be included.
2. Choose {Student}{Chat} from the Control window drop down menu.
Or,
Click the Communicate icon on the Control toolbar and choose Chat.
Or,
Right click on an individual Client and choose Chat.
3. The Chat Properties Dialog will appear.



The Chat Properties Dialog has the following options:

Topic

If required, enter a title or description for the subject to be discussed in the Chat session. This will appear in the Title bar of the Chat window that is displayed at the Student machines. If left blank, the Control Name will appear.

Members

To exclude Clients from the Chat session, remove the check mark next to the Student name.

Options

Members can decline to join

If checked, a message will appear at the Clients machine inviting them to join the Chat session. They can choose to Join or Decline.

Members can't leave the chat

If checked, the option for Clients to Leave the Chat session will be removed.

Chat Window is always visible

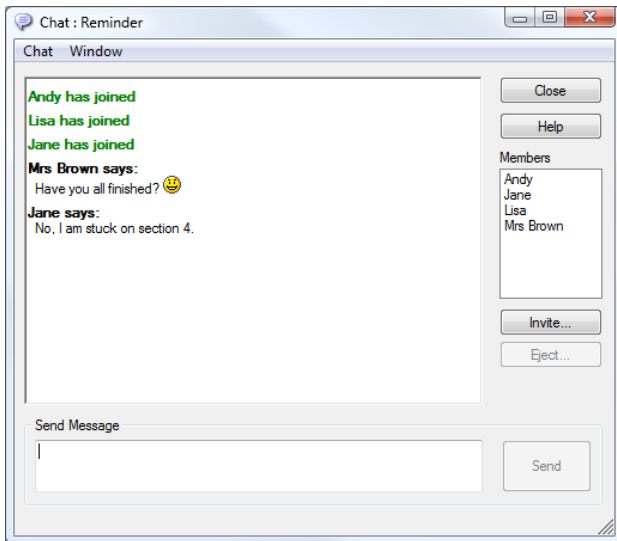
If checked, the Chat window remains on the Clients desktop for the duration of the Chat session. Members cannot minimise the window.

Add to Journal

Adds the contents of the Chat session to the Student Journal.

Confirm which Students to include in the Chat session and select any additional properties that should apply. Click OK to start the Chat session.

4. The Chat window will appear at the Control and Client workstations.



The Chat Window

This window is displayed at each participating members machine and lists the progress of the Chat session. Only the Control can add or remove Clients from the session.

Unless the option is disabled in the Chat Properties dialog, Clients can choose to Leave the session.

The following options are available from the Chat Window:-

Chat Menu

The content of a Chat session can be stored for future reference.

Choose **Save As** to create a file containing the text or choose **Copy** to be able to paste the Chat content into another application or file.

Each message is restricted to 128 characters. Check **Auto Send long message** to automatically send the message when the limit is reached.

You can add the content of the Chat session to the Student Journal by selecting **Add to Journal**.

Window Menu

Only the Control's Chat window will have a window drop down menu. This menu enables you to swap between opened screens or Tile them.

Chat Progress

The main body of the Chat window is used to record the progress of a Chat session. It holds details of members who have joined or left the discussion, as well as the messages that have been sent by each member.

Send Message

This is where you type your comments. Type the message and hit Enter or click **Send**. Each message is restricted to 128 characters. You can automatically send the message when the limit is reached, select {Chat}{Auto Send long Message} from the Chat window drop down menu.

Note: Emoticons can be included within the message.

Close

Ends the Chat session.

Members

Members currently included in the Chat session are listed here. The Tutor can add or remove Students from the Chat session as required. Unless disabled, Clients have the option to Leave the session of their own accord.

Invite

The Chat Properties dialog is initially used to select the Clients to include/exclude from the Chat session. To add Clients when the Chat session is in progress, click Invite. The Add Members dialog will appear, select the required Clients and click Add. You can send a copy of the Chat progress to new members by checking the **Send discussion history** box.

Note: Clients that have been removed or have decided to leave the Chat session can be invited back.

Eject

To remove Clients from the Chat session, select the Client in the Members list and click Eject. Ejected Clients can be invited back into the session if required.

Notes:

- Students can also initiate Chat sessions by opening the Client Main window and choosing {Commands}{Chat}.
 - By default, the Student can only Chat to the Control. However, the Control can enable the option for Students to Chat to each other by selecting {View}{Current Settings - User Interface - Student} from the Control window drop down menu and checking **Student to Student Chat**.
-

Chat to a Client whilst Viewing

1. Choose {Tools}{Chat} from the View window drop down menu.
Or
Click the Chat icon on the toolbar.
2. The Chat Window will appear on the Control and Client workstation.

To end Chat

1. Choose {Close} from the Chat window.

Sending a Message to Students

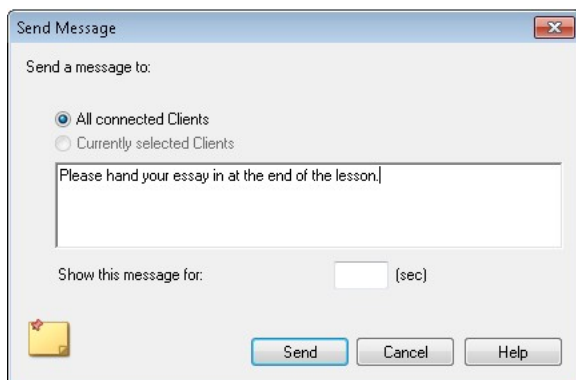
With NetSupport, you can send a message to all connected Students or the currently selected Students. If you send the same message on a regular basis, you can store up to four pre-defined messages.

To enter and send a new message

1. Select the Students you want to send the message to.
2. Right click and choose {Message}{Message}.
Or,
Choose {Student}{Message - Message} from the Control **window** drop down menu.
Or,
Click the Communicate icon on the Control toolbar and select Message.
Or,
If displayed, click the Message icon on the toolbar.
3. The Message dialog box will appear. Choose whether to send the message to all Connected Clients or only the Currently selected Clients. Enter the message and decide whether to show the message at the Clients PCs for a specified time.

Note: If the Student Journal has been started you will have the option to add the message to this.

4. Click Send. The Message will be displayed in a dialog at the Client screens and will remain until the User closes the dialog or the specified time limit expires.



To Send a Quick Message

1. Click the Communicate icon on the toolbar.
2. Enter the message under Quick Message and click Send.
3. The message will be sent to all connected Students.

Send a message whilst Viewing

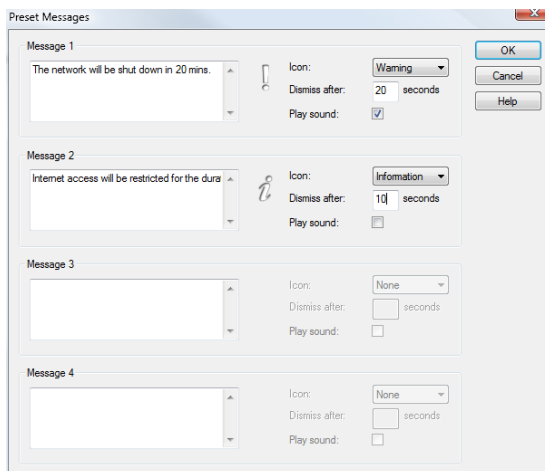
1. Choose {Student}{Message} from the View window drop down menu.
Or
Click the Send a Message icon on the toolbar.
2. The Send Message dialog box will appear.
3. Enter your message.
4. Click Send.

The message will be displayed on the Student screen currently being viewed by the Tutor and will remain until the Student clicks OK.

Creating Preset Messages

You can store up to four commonly used text messages that can be quickly broadcast to Students using the Message feature.

1. Click Communicate on the toolbar and select Edit under Preset Messages.
Or,
Select {Student}{Message - Preset Messages} from the Control window drop down menu.
Or,
Right-click on a Student icon and choose Message - Preset Messages.



2. Enter the required text message(s).
3. Set any additional properties for each of the messages.
 - Indicate how long the message should remain on the Students screen.
 - Choose an icon to be displayed alongside the message. This can be used to quickly identify the type of message, Information, Question, Warning, Stop.
 - You can further highlight the message by playing a sound at the Student machine.
4. Click OK when ready.

To Send a Pre-Defined Message

1. Select the required Student icons.
2. Right-click and select Message.
 - Or,
 - Choose {Student}{Message} from the drop down menu.
 - Or,
 - Click the Communicate icon on the toolbar.
3. Each of the pre-defined messages will be displayed, click on the required item to send the message to Students.
 - Or,
 - To create a new message, select *Preset Messages*.

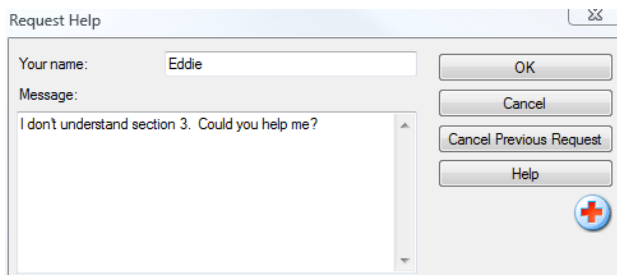
Help Requests

NetSupport allows a Client to Request Help from a Control. They do this either by selecting the request Help Command from the Client menu (assuming that it has not been configured for quiet mode, which hides the Client icon) or by pressing the hotkeys set in the Client Configurator.

Note: If the Student Toolbar is enabled Students can request help by clicking on the Help request icon.

To request help

1. Press the Hotkeys, usually ALT+LSHIFT+RSHIFT.
Or,
Click the Help request icon in the Student toolbar.
2. This opens a dialog box into which they type the message.
3. Click OK.
4. The Help Request will then be sent to the connected Control.



If a Student raises a Help Request an alert will be raised at the Tutor provided it currently has that Student connected. Any outstanding Help Requests will be visible to the Tutor with a Help Request icon displayed next to the Student and a badge indicating the number of outstanding help requests on the toolbar. This will show until that Help Request has been cleared.



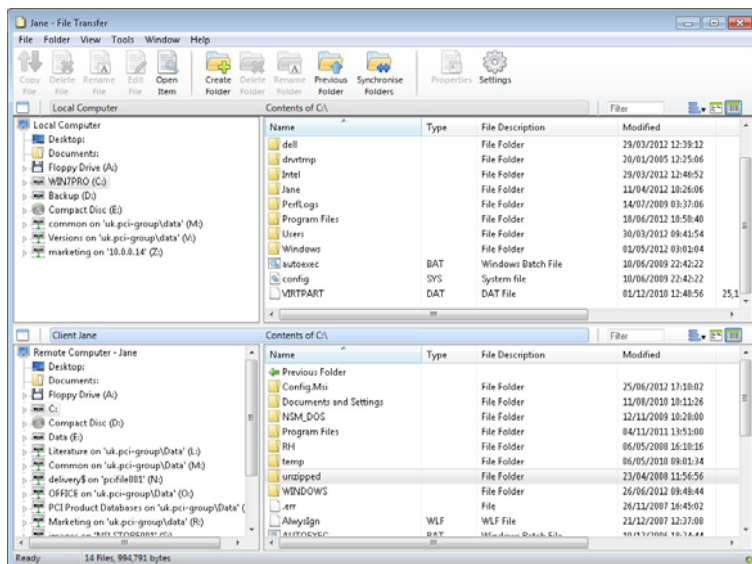
To display current Help Requests

1. Choose {School}{Help Requests} from the Control window drop down menu bar.
or
Click the Help Request icon on the toolbar.
2. The Help request window will open and list the Requests. If there are any help requests pending since the last time the Control connected to the Client, the Help Request window will be open as the Control initialises.
3. By clicking on the View Client or Chat toolbar buttons, you can reply to the Clients Help Request.

Transferring Files

NetSupport includes sophisticated File Transfer functionality that enables you to transfer files to and from the Control and Client.

Note: File Transfer functionality can be configured by clicking the File Transfer icon on the toolbar and selecting File Transfer options.



The Control's folder structure and the files in each folder are displayed in the top half of the window. The Client's folder structure and the files in each folder are displayed in the lower half of the window.

To copy files and Folders from a Control to a Client

1. Select the required Client in the List view.
2. Click the File Transfer icon on the toolbar and choose File Transfer.
 - Or,
 - Choose {Student}{File Transfer} from the Control window drop down menu.
 - Or,
 - Right-click on the selected Client icons and choose File Transfer.
 - Or,
 - If you are Viewing the Client, select the File Transfer icon on the View window toolbar.

3. The File Transfer window to that Client will open.
4. From the Client Tree view, select the destination drive or folder into which the items will be copied.
5. From the Control List select the item(s) to be copied to the Client.
6. Click on the toolbar Copy File button.
7. A confirmation dialog will be displayed, click Yes.

Note: The required item(s) can also be 'dragged' from the Control view and 'dropped' into the appropriate folder in the Client view.

To copy files and Folders from a Client to a Control

1. Select the required Client in the List view.
2. Click the File Transfer icon on the toolbar and choose File Transfer.
Or,
Choose {Student}{File Transfer} from the Control window drop down menu.
Or,
Right-click on the selected Client icons and choose File Transfer.
Or,
If you are Viewing the Client, select the File Transfer icon on the View window toolbar.
3. The File Transfer window to that Client will open.
4. From the Control Tree view, select the destination drive or folder into which the items will be copied.
5. From the Client List view, select the item(s) to be copied to the Control.
6. Click on the toolbar Copy File button.
7. A confirmation dialog will be displayed, click Yes.

Note: The required item(s) can also be 'dragged' from the Client view and 'dropped' into the appropriate folder in the Control view.

To transfer files between Clients

With NetSupport's File Transfer it is also possible to copy files and folders between two Clients. To do this, connect to each Client and display the File Transfer window for each.

Arrange the File Transfer Windows so you can see both and simply drag file/folders from one Client to the other.

You can see more of a Clients files and folders by moving the horizontal sizing bar or clicking on the maximise button located above the Clients folder tree.

To transfer files between Clients

With NetSupport's File Transfer it is also possible to copy files and folders between two Clients. To do this, connect to each Client and display the File Transfer window for each.

Arrange the File Transfer Windows so you can see both and simply drag file/folders from one Client to the other.

You can see more of a Clients files and folders by moving the horizontal sizing bar or clicking on the maximise button located above the Clients folder tree.

Deleting files and folders

You can delete files and folders from either a Control or Client machine using the File Transfer window.

To delete a file

1. Select the file you wish to delete.
2. Click on the toolbar Delete button.
3. A confirmation dialog will be displayed, click Yes.

To delete a Folder

1. Select the folder you wish to delete.
2. Click on the toolbar Delete button.
3. The Remove folder dialog will be displayed.
4. Select the Include Contents check box.
5. Click Yes.

Notes:

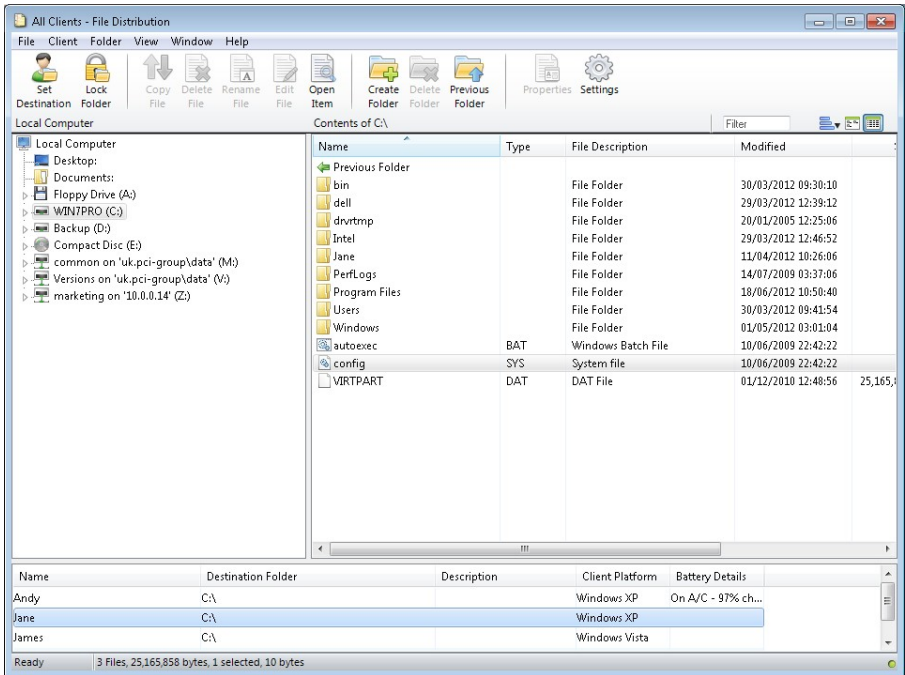
- You cannot remove more than one folder at a time. If you have several folders selected in the List View when performing the Delete operation, only the last selected folder will be removed.
 - By default, all files deleted from the Local pane will be sent to the Recycle bin, this can be changed in the File Transfer settings.
-

Distributing Files

As well as enabling you to Transfer Files to and from individual Clients, NetSupport also allows you to Distribute Files to multiple Clients simultaneously.

You can Distribute Files to:

- All connected Clients.
- Selected Clients.



To Distribute Files to a selected number of Clients

1. Click the File Transfer icon drop down arrow on the toolbar, selecting File Distribution from the list of features.
Or,
If displayed, select the File Distribution icon on the toolbar.
2. The File Distribution window will appear.
3. In the Remote Pane indicate which Clients you wish to copy files to by checking the tick box beside the Client name.

4. From the Local Pane Tree view, select the item(s) to be copied to the Clients.
5. The location on the Client workstations where the files/folders are copied to is called the Destination Folder. Unless otherwise specified, the Client Destination Folder will be the same as the item(s) location on the Control workstation. If the Client does not have the same Folder available, the item(s) will be copied to the C Drive by default and the folders automatically created.

Or,

To set a specific destination folder on the Client workstation, select the Client icon in the Remote Pane and click Set Destination in the toolbar. Specify a destination, click OK.

6. Click Copy.

Sending and Collecting Work

The Send/Collect work feature enables you to send a document or a number of documents to individual or multiple Client workstations. You can then collect Students' responses on your workstation.

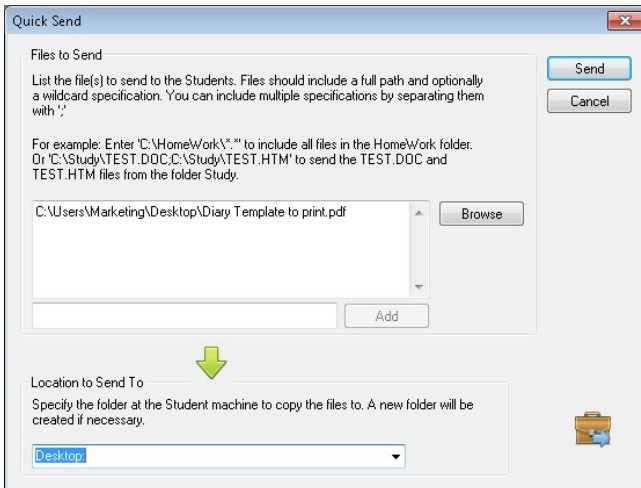
To Send work

Two methods are available for sending pre-prepared work files to Student workstations:

- **Quick Send** is useful for one-off operations where you want to send work to all connected Students or selected Students.
- **Advanced Send** enables you to store the properties of an operation that will be performed regularly and provides greater flexibility as to which Students the work is sent to.

To Send Work Using Quick Send

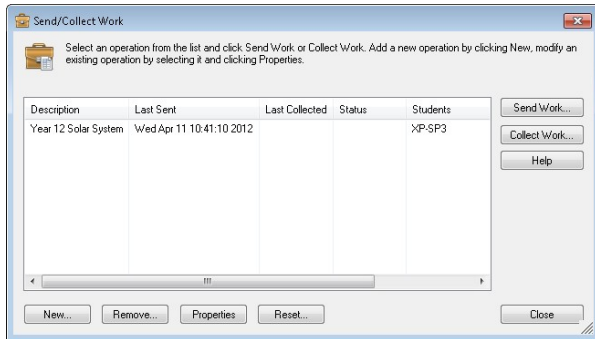
1. Decide which Students to send work to. You cannot select individual Students using Quick Send.
2. Choose {School}{Send/Collect Work – Quick Send} from the Control window drop down menu.
Or,
Click the Send/Collect Work icon on the Control toolbar and choose Send Work.
3. The Quick Send dialog will appear.



- List the file(s) to send to the Students. Files should include a full path and optionally a wildcard specification. You can include multiple specifications by separating them with ';'.
- Or,
Click on the Browse button to locate the file(s).
- Or,
Enter the path for the file or folder in the edit box and click Add.
- Specify the folder at the Student workstation to copy the files to. A new folder will be created if necessary.
- Click Send.
- The result of the operation will be displayed for you to check that the work has been sent successfully.

To Send Work Using Advanced Send

- Decide which Students to send work to. You will have the opportunity to exclude Students if required.
- Choose {School}{Send/Collect Work - Advanced} from the Control window drop down menu bar.
- Or,
Click the Send/Collect Work icon on the Control toolbar and select Send/Collect.
- The Send/Collect Work wizard will open.



- Select an operation from the list and click Send Work. The Select Students dialog will appear.
- Or,
Add a new operation by clicking New and completing the wizard.

Once work has been sent to the Students you will be able to see the current status from the Send/Collect Work icon drop down menu. You can toggle between showing Students who have completed their work or those with items remaining.

The Students can open work items from the Student toolbar and click when a work item is complete, this will then update the status in the Send/Collect Work icon drop down menu.

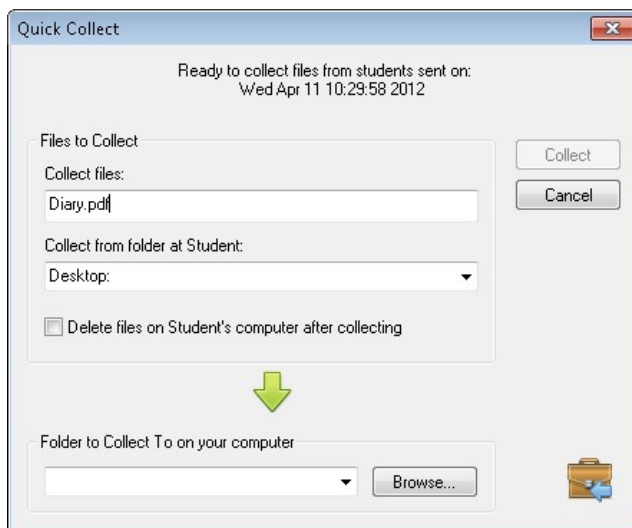
To Collect work

Two methods are available for retrieving completed work files from Student workstations:

- The **Quick Collect** option remembers the last file(s) sent via Quick Send and provides a quick and easy method for retrieving the work back at the end of a session.
- **Advanced Collect** lets you select the file(s) to retrieve from a list of pre-defined Send/Collect operations and provides greater flexibility as to which Students the work is collected from.

To Collect Work Using Quick Collect

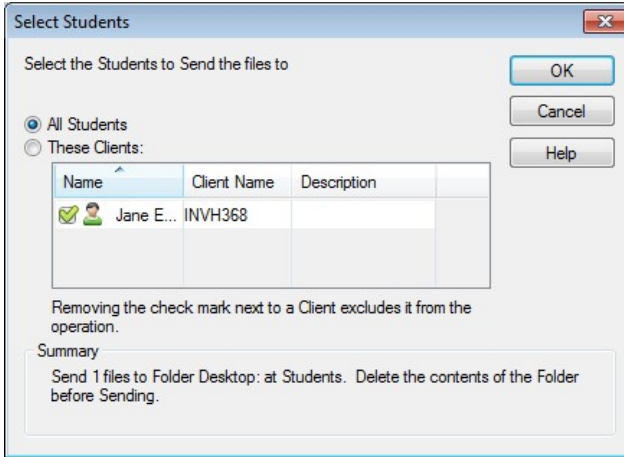
1. Choose {School}{Send/Collect Work – Quick Collect} from the Control window drop down menu.
Or,
Click the Send/Collect Work icon on the Control toolbar and select Collect Work.
Or,
If displayed, click the Collect Work icon on the Control toolbar.
2. The Quick Collect dialog will appear.



3. Specify the name of the file(s) to collect. e.g. *.* or **Test1.TXT;Test2.TXT**
4. Specify the folder that the file(s) are stored in, e.g.: C:\TEMP, and whether you want to remove the file from the Student workstation after it has been collected.
5. Specify the folder on the Control workstation to collect the file(s) in, e.g.: C:\TEMP
6. Click Collect.
7. The result of the operation will be displayed for you to check that the work has been collected successfully.

To Collect Work Using Advanced Collect

1. Choose {School}{Send/Collect Work - Advanced} from the Control window drop down menu bar.
Or,
Click the Send/Collect Work icon drop down arrow on the Control toolbar and select Send/Collect.
2. The Send/Collect Work wizard will open.
3. Select the required operation from the list and click Collect Work.
4. The Select Students dialog will appear. Select the Students that you want to retrieve the file(s) from.



5. Click OK.

The result of the operation will be displayed for you to check that the work has been collected successfully.

To change the Properties of an Operation

1. Choose {School}{Send/Collect Work - Advanced} from the Control window drop down menu bar.
Or,
Click the Send/Collect icon on the Control toolbar and select Send/Collect.
2. The Send/Collect Work wizard will open.
3. Select an operation from the list and click Properties.
4. The Properties dialog will appear.
5. Adjust as necessary.

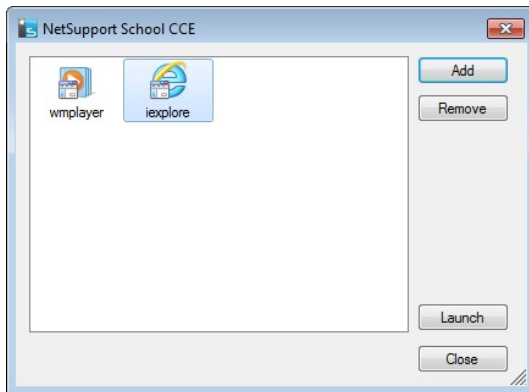
Remotely Launching Applications at Students

This feature allows you to launch or open a software application, on a Client workstation without actually Remote Controlling them. For example, after showing Students how to use a MS Office application you might want to start the application on their workstations.

Note: The application itself must be installed on, or available to, the Client workstation/s.

To launch an application on a Student workstation

1. Select the required Client.
2. Choose {Student}{Launch Application} from the Control window drop down menu.
3. The Launch Application dialog will appear.



4. Click Add.
5. Enter the name and path of the application to execute at the Client.
Or,
Click the Browse button and select an executable application on the Tutor workstation.

Notes:

- Check that Client applications are stored in the same location as the Control to ensure successful execution.
 - If you want to launch a specific file with the application, you must separate the two instructions with quotes. For example, "C:\Program Files\Microsoft Office\Excel.exe" "C:\My Documents\Accounts.xls".
-

6. Click OK.
7. The application icon will be displayed in the Launch Application dialog and saved for future use.

Note: If you only want to execute applications to Student's that are logged on select the option "Execute Only if the Client is Logged on".

8. Select the required application and click Launch.

The application will now be launched at all selected Clients and the result of the operation displayed in the Results box.

Note: Before clicking Launch you have the option to tick the Show Errors box. This will notify you of any errors when launching applications at Students. This option is only available will launching to multiple Students.

Launch an application on a Student workstation whilst Viewing

1. Choose {Student}{Launch Application} from the View window drop down menu.
Or,
Click the Launch Application icon on the toolbar.
2. The Launch at Client dialog will appear.
3. Select the application to launch or click Add to add a new one.
4. Click Launch.

The application will now be launched at all selected Clients and the result of the operation displayed in the Results Box.

Quick Launch

Enables you to launch an application or web site to Students without having to direct your way through the drop down menus.

1. Click Quick Launch on the toolbar.
2. Click Add Item and select to add either an application or web site.
Or
Drag the required application into the window.
3. Right click the required application or web site and select Launch at Students.

Note: You can edit the properties of a saved application or web site. Right click the required item in the Quick Launch window and click Properties.

To edit a saved Executable application

1. Open the Execute Application dialog.
2. Select the Application to edit.
3. Click Properties.
4. Edit the required details and click OK.
5. Click Close

To remove a saved Executable application

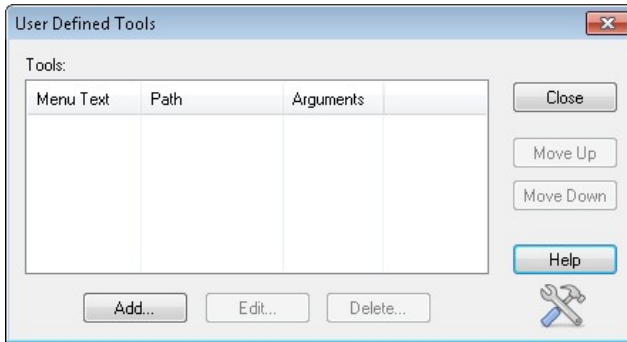
1. Open the Execute Application dialog.
2. Select the Application to remove.
3. Click Remove.
4. Click Close

User Defined Tools

As well as allowing a Tutor to launch applications at Student workstations, you can automatically run a task on a Tutor workstation using a Defined Tool.

To Add a Tool

1. Choose {School}{Tools – Edit} from the Control window drop down menu.
2. The User Defined Tool dialog will appear.



3. Click on the Add button.
4. The Add Tool dialog will appear.
5. Enter the required information.
6. Click OK. The new tool will be listed on the Tools menu.
7. Click Close.

To run a Tool

1. Choose {School}{Tools} from the Control window drop down menus.
2. Select the tool you wish to run. The Tool will automatically run.

To Edit a Tool

1. Choose {School}{Tools – Edit} from the Control window drop down menus.
2. The User Defined Tool dialog will appear.
3. Select the tool you wish to edit or delete.
4. Click on the Edit button.
5. The Edit dialog will appear.
6. Edit the appropriate information, click OK.

To Delete a Tool

1. Choose {School}{Tools – Delete} from the Control window drop down menus.
2. The User Defined Tool dialog will appear.
3. Select the tool you wish to edit or delete.
4. Click on the Delete button.
5. A confirmation dialog will appear, click Yes. The Tool will be removed.

Rebooting or Logging out Students

Having connected to a Client or Group of Clients you are able to remotely Logout or Reboot the Client workstations at the end of a session. This is a simple way to prepare multiple workstations for the next group of students.

To Reboot or Logout a Client

1. Select a Client or Group of Clients.
2. Choose {Student}{Reboot or Logout} from the Control window drop down menu.
Or,
Click the Manage icon drop down arrow on the Control toolbar and select Reboot or Logout.
Or,
If displayed, click the Reboot or Logout icon on the toolbar.
3. A message will appear, confirming the Client(s) included in the Reboot/Logout.
4. Click Yes to continue.

To Reboot or Logout a Client whilst Viewing

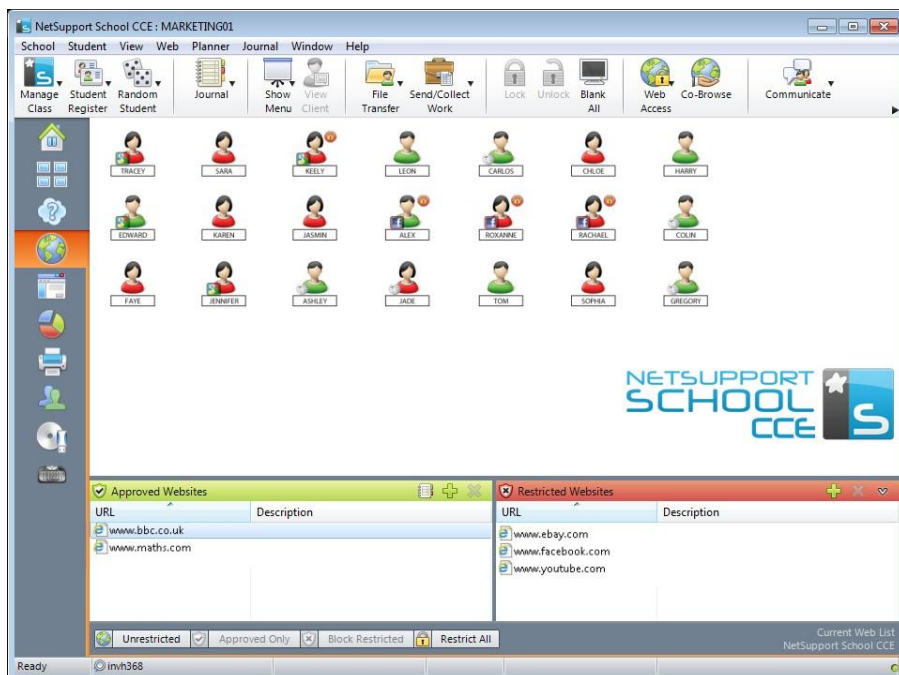
1. Choose {Client}{Reboot or Logout} from the View window drop down menu.
2. A message will appear, confirming the Client included in the Reboot/Logout.
3. Click Yes to continue.

Web Control Module

The Web Control Module is used to monitor and control the websites visited by connected Students. A record of sites visited in a session can be stored and, if required, the Tutor can restrict or approve the use of specific URLs. In addition the Tutor can temporarily suspend all Internet access.

Note: Supported Internet Browsers for Internet metering and restrictions are IE 5.5 or higher, Firefox 2 or higher and Google Chrome. The following Browsers only support Internet restrictions: Apple Safari 5.0, Opera 9 and higher.

1. Choose {View}{Mode - Web View} from the Control window drop down menu.
Or,
Click the Web Control icon on the left hand side of the Control window.



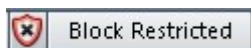
In 'Web' Mode you can view details of Approved or Restricted Websites and use the available icons to:



Revert back to unrestricted access if restrictions have been in place.



Activate the "Approved Site List". The Student will only be able to view url's that are in the approved list. All other url's are blocked. When the Student accesses the Internet they are forced to choose an Approved Site rather than being able to surf at will.



Activate the "Restricted Site" List. The Student will not be able to view url's that are in the restricted list but will be able to view all other url's.




Block all access to the Internet.

Note: To temporarily block web access for all Students, select the Block All icon on the Control toolbar. An indicator will appear next to the Student icons to confirm Internet usage is suspended. This feature only works with IE based browsers.

The Web Control Module can be used to perform the following functions:

Identify Websites currently running on the Student workstation

In the List View, the Student icons can be viewed in two different ways. Choose {View}{Large Icons/Details} or right click in the List view and select one of these options to change the layout of the Student Icons.

The lower panes can be minimised to make more room for the Student thumbnails. Click the  button.

An icon is displayed next to the Student icon informing the Tutor of the current Student activity. This icon will be the default Internet Explorer icon or a personalised url icon.

Large Icons



Details

| Name | Current Web Site | All Web Sites |
|--------|---|---------------|
| Andy | Google [https://www.google.co.uk/] | |
| Chris | BBC - Learning: online learning resources [http://w...] | |
| Liam | maths.com [http://www.mathscom/] | |
| Rachel | Dubstep - Scared Up Kicks Compilation Funny Re... | |

If the url is currently listed in the Approved or Restricted lists, then a visual Green (Approved) or Red (Restricted) identifier is shown surrounding the url icon to make identification easier.

If the List view is in "Details" layout then a list of all other url's running on the Student workstation is also displayed.

When viewing any one of the four layout options, the order of the Student icons can also be rearranged by the Tutor. Right click in the List view and choose {Arrange}. The Tutor is able to change the layout of the icons using the following options:

- By Name** Student icons will be arranged in alphabetical order according to their Client Name/ Display Name/ Student Register Name.
- By Current Web Site** Student Icons will be arranged in alphabetical order according to the current url the Student is viewing.
- By All Web Sites** Student Icons will be arranged in alphabetical order according to the running url's on the Student workstation.

Selection of one of the above options is identified by a black dot.

Auto Arrange

If a new Student has been added to the list, or a new application is running on a Student machine, this option will automatically arrange the icons into the previously selected order above. A black tick will identify selection of this option. To deselect this option, simply re-click on "Auto Arrange" and the tick will disappear.

Ascending

If this option has been selected, the student icons will appear in ascending order according to the previously selected option above. A black tick will identify selection of this option. To deselect this option, simply re-click on "Ascending" and the tick will disappear. This will arrange the Student icons in descending order.

Align to Image Centres

This option will only be available if a background image has been set to tile. This will align the Student icons to the centre of the image.

Close the current/running Website on a Student workstation

1. To close a url on a Student workstation choose {View}{Details}.
2. The Details List view will appear.
3. Right click on a url icon under "Current Web Site" or "All Web Sites".
4. Choose Close Browser.
5. The url will be closed at the Student machine and the url icon will disappear from the List view.

Note: By right clicking on a url icon in the Approved or Restricted List, the Tutor is able to close a url on all connected Students, by choosing "Close at Students".

Change the current Website running on a Student workstation

1. To change the current url running on a Student workstation choose {View}{Details}.
2. The Details List view will appear.
3. Right click on a url icon listed under "All Web Sites".
4. Choose "Activate".
5. The newly activated url will now replace the current url running on the Student workstation.

6. The icon listed under "Current Web Site" will be replaced with the newly activated url icon.

Launch a Website on all connected Students

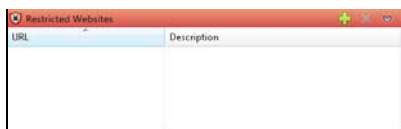
1. Right click on a url icon in the "Approved Sites" List.
 2. Choose "Send to Students".
 3. The url will be launched on all connected Student workstations.
 4. In the List view the launched url icon will appear in the current web site list.
- Or,
1. Highlight a url in the "Approved Applications" List.
 2. Drag and drop the highlighted url into the List view.
 3. The url will be launched on all connected Student workstations.
 4. In the List view the launched url icon will appear in the current web site list.

Setting up an Approved or Restricted Web Site List



Approved Sites

When activated, the Student is only able to view the url's specified on this list. A page will appear at the Student machines displaying the list of approved sites that they can choose from. This will only appear if the Student Toolbar is disabled.



Restricted Sites

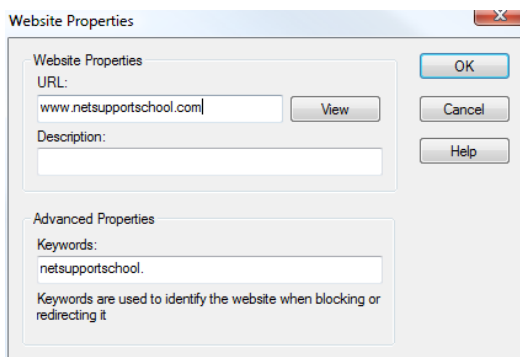
When activated, the Student is unable to view the url's specified on this list. However, all other sites, even those that are not on the Approved List, can be viewed.

Notes:

- To temporarily block web access for all Students, select the Block All icon on the Control toolbar. An indicator will appear next to the Student icons to confirm Internet usage is suspended. This feature only works with IE based browsers.
 - By default, keywords are entered to prevent/ allow a Student to view a URL that includes these keywords. This can be used to deal with websites that are re-directed.
 - To ensure Students are only viewing the appropriate pages in a website you can approve/restrict Sub-URLs, specific web pages and have different parts of the same website approved/restricted. i.e. www.bbc.co.uk/learning can be restricted but www.bbc.co.uk/learning/history can be approved. Students will only be able to view pages relating to history and not view pages relating to Science or English.
 - Web restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options} from the Control window drop down menu.
-

Add a Website to your Approved or Restricted List

1. Click on + to add a url to your Approved or Restricted list.
Or,
Right click in the list boxes and select "Add Website".
2. The Add Web Site dialog will appear.



3. Type in the website address under URL, e.g. www.netsupportschool.com
4. Click "View" to check that the url website address is correct.
5. Type in the Description, e.g. NetSupport (this is optional).

6. Click OK.
7. The url icon and description will appear under the Approved or Restricted List.

Or,

1. Choose {View}{Details}.
2. Right click on a url icon in the List View under "Current Web Site" or "All Web Sites"
3. Choose "Add to Approved List".

Or,

Choose "Add to Restricted List".

4. The url icon and description will appear under the Approved or Restricted List.

Note: You can also add a URL to the Approved or Restricted list from the Co-Browser.

Remove a Website from your Approved or Restricted List

1. To remove a url from the list, simply highlight the chosen url and click **x**.

Or,

Right click in the list boxes and select "Remove Site".

Apply Approved or Restricted Web Sites

Restrictions can be applied to individual Students or all connected Students. Students can view the current restrictions in the Student Toolbar.

1. If you want to apply restrictions to individual Students select their icons in the List View
2. To apply these restrictions choose {Web}{Allow Approved Websites Only or Block Restricted Websites}

Or,

Click on the relevant restriction icon at the bottom of the Control window.

Or,

Click the 'Web Access' icon on the Control toolbar and choose Approved Only or Block Restricted.

3. To acknowledge which restriction has been activated an appropriate indicator will appear next to the Student icons. (When viewing Large icons only). Red for restricted, green for approved.

4. If a Student is currently viewing a website included in the activated restriction list they will be redirected to a message stating that the url has been blocked by the Tutor.

Notes:

- You can amend the URL that restricted websites will be redirected to. Choose {School}{Configuration}{Administration - Security} from the Control window drop down menu and enter the required URL under Redirect URL.
 - Full internet redirection is supported on Internet Explorer, Netscape (in IE Mode) and Browsers that provide IE based rendering. For Mozilla and Firefox the Browser window will close.
 - You can specify a time limit that certain Internet permissions apply for. Select {Web}{Allow access for limited time}, once the time limit has expired the permission will revert to "Block All".
-



End Approved or Restricted Web Sites

1. To remove the restrictions for individual Students, select their icons in the List view.
2. Choose {Web}{Unrestricted Access} from the drop down menu
Or,
Click on the Unrestricted icon at the bottom of the Control window.
Or,
Click the 'Web Access' icon on the Control toolbar and choose Unrestricted.
3. The green or red indicator will be removed from the selected Student icons.

Note: Because Internet browsers often hold the results of recent web access attempts in cache memory, lifting an Internet restriction may not appear to take effect immediately. If this happens you may have to restart the browser. The same situation may arise if you are using an application that requires Internet access to a site that has been blocked. Once the restriction has been lifted you may need to restart the application for it to recognise the change.

Block All Web Access

1. If you want to block Web Access to individual Students select their icons in the List view.
 2. Choose {Web}{Restrict all Websites} from the Control window drop down menu.
Or,
Click the Restrict All icon at the bottom of the Control window.
Or,
Click the Web Access icon on the toolbar and choose Restrict All.
 3. All Web access will be blocked for the selected Students.
-

Note: You can also block Web access for all connected Students from the Tutor Toolbar.

Include Proxy Overrides

Allows you to include websites that have been added to the Proxy Settings Exceptions list, when using the Approved Website list.

1. Choose {Web}{Include Proxy Overrides} from the Control window drop down menu.
 2. Apply the Approved Websites Only list.
 3. Students will only be able to view websites from the Approved list and the Proxy Settings Exception list.
-

Note: Websites listed in the Proxy Settings Exception list will not appear in the list of approved websites at the Student.

Create a new Website List

1. To create a new Website List choose {Web}{Create new Website List}.
 2. A dialog will appear. Enter a file name and click Create.
 3. A new blank Website List will appear.
-

Note: The default Website List is saved as NetSupport School CCE.web

Open an existing Website List

1. To open an existing Website List choose {Web}{Load Existing Website List}.
2. Highlight the relevant file and click Open.
3. The existing Website List will appear.

Save an Website List

1. To save a current Website List choose {Web}{Save Website List as} from the drop down menu.
2. A dialog will appear. Enter a file name and click Save.
3. The current Website List will be saved.

Notes:

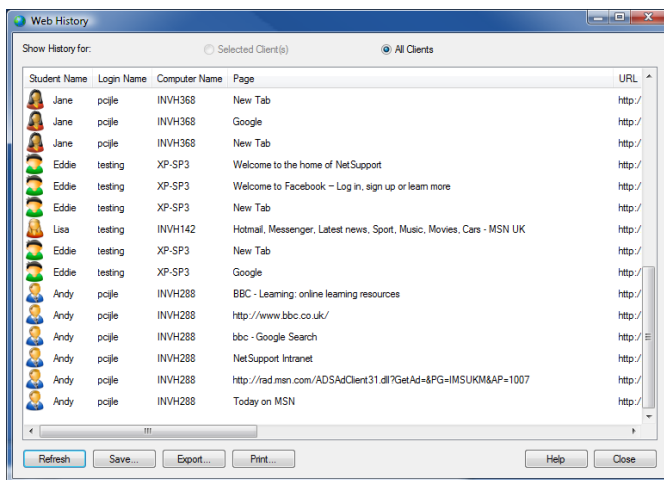
- Any changes that have been made to the new or existing Web List will be automatically saved when a new Web List is created, or when you exit out of the NetSupport School CCE program.
 - The default Web List is saved as NetSupport School CCE.web.
-

View Web History

This feature of the Web Control Module enables you to monitor the websites being visited by connected Students and, if required, store or print a permanent record.

1. In Web View choose {Web}{History} from the Control window drop down menu.
2. The Web History dialog will appear.

This provides details of the sites visited by the Student(s) during the currently connected session.



The available options are:

Show Web History for:

The list can be viewed by currently **Selected Client** or **All** Connected Clients.

Refresh

While viewing the list click Refresh at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Print

Prints details of the currently displayed items.

Export

Exports data to a CSV file allowing the data to be imported if needed.

Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

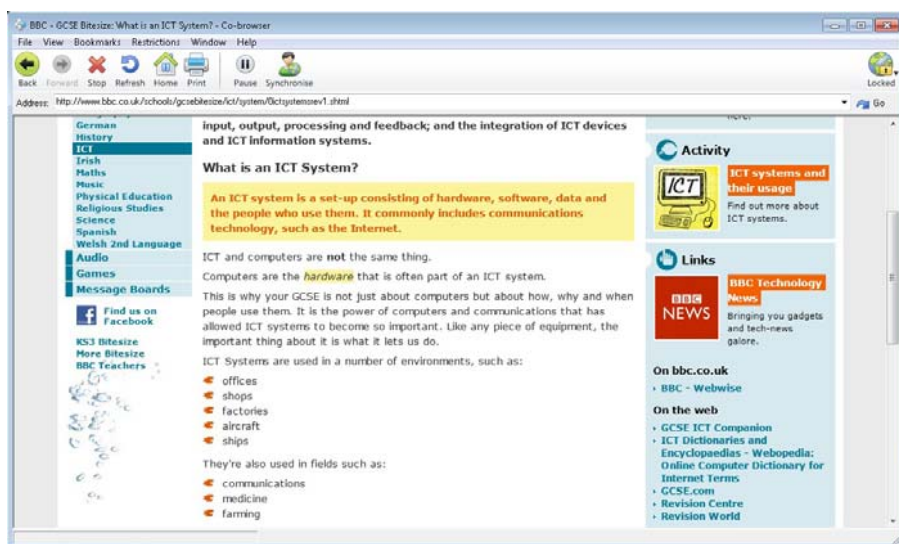
Co-Browser

NetSupport School CCE provides the Tutor and Students with a shared Web Browser. This enables the Tutor to lead a browser session, navigating Students through various web pages, with the added security of locking the Students so they can only view the pages opened by the Tutor.

Note: The Co-Browser is not supported with websites that use Flash Navigation or Java Scripting.

To open a Co-Browse Session

1. Select the Client(s) that are to be included in the session.
 2. Choose {Student}{Co-Browse} from the Co-Browse window drop down menu.
- Or,
- If displayed, click the Co-Browse icon on the toolbar.
3. The Co-Browse window will open and also appear on the selected Student machines. From here you can open web pages and create new tabs that allow you to navigate between web pages.



Using the Co-Browser

Using the Co-Browser is a very straightforward process with a simple to use interface. Once the Co-Browser is active on the selected Students screens, you can guide Students through a variety of web pages to suit the needs of your lesson. You can view multiple websites by creating new tabs which allows you to easily switch between different web sites.

To Create a New Tab

1. Select {File}{New Tab} from the Co-Browser drop down menu.
2. A new tab will appear. Enter the website address in the Address bar and select Go.
3. The website will be displayed under the new tab.

To Approve/Restrict Websites

You can add websites to the approved or restricted lists in the Web Control Module from the Co-Browser window.

1. Select the website you wish to approve or restrict.
2. Choose {Restrictions}{Add to Approved Sites or Add to Restricted Sites} from the Co-Browser drop down menu.
3. The website will now either be approved or restricted and this will apply to the Students when using the Co-Browser.

Notes:

- There are three different modes that you can apply to Students while they are using the Co-Browser, Locked, Restricted and Free, by default the Students will be locked.
 - You can pause the Students Co-Browse session by selecting the Pause icon on the toolbar. This may be useful if you wish to perform any functions you don't wish the Students to see.
 - To set the Students web pages to the same as the Tutor's click the Synchronise icon on the toolbar.
-

Lock/Unlock Students in the Co-browser

There are several different modes you can apply to the Students when using the Co-Browser. **Lock Students**, lets you guide Students through a selection of web pages with Students having no control over what they are viewing. **Restrict Students**, enables Students to have some control but only view web pages that you have selected. **Free Students**, allows Students have full control over what websites they can access.

Note: Whilst the Students are unlocked, any restrictions applied in the Web Control Module will apply to the Students in the Co-Browser session.

To Lock Students

1. Select {File}{Lock Students} from the Co-Browser drop down menu.
Or,
Click the Lock/Unlock icon on the toolbar and select Lock Students.
2. Students will now be locked, they will only be able to view websites that the Tutor shows them, with no access to any of the Co-Browse functions.

To Free Students

1. Select {File}{Free Students} from the Co-Browser drop down menu.
Or,
Click the Lock/Unlock icon on the toolbar and select Free Students.
2. Students will now have control over the Co-Browser and will be able to open new websites etc. Any web pages or tabs selected by the Tutor will be left open.

To Restrict Students

1. Select {File}{Restrict Students} from the Co-Browser drop down menu.
Or,
Click the Lock/Unlock icon on the toolbar and select Restrict Students.
2. Students will be unlocked, but they will only be able to access web pages or tabs left open by the Tutor. Students will not have access to other websites or be able to open links on existing pages.

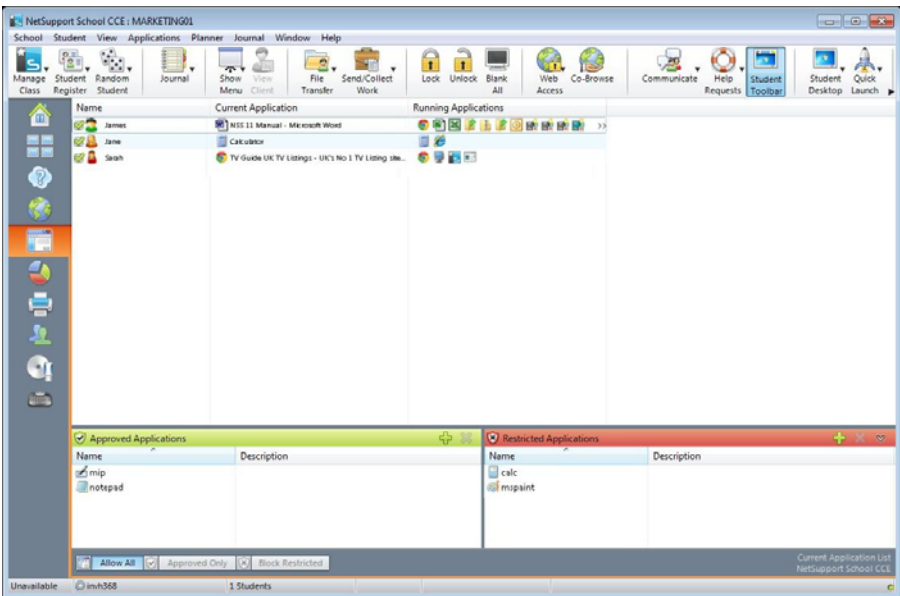
Application Control Module

The Application Control Module is used to monitor and control the applications used by connected Students. A record of applications used in a session can be stored and, if required, the Tutor can restrict or approve the use of applications.

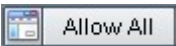
1. Choose {View}{Mode - Application View} from the Control window drop down menu.

Or,

Click the Application Control icon on the left hand side of the Control window.

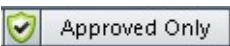


In 'Applications' Mode you can view details of Approved or Restricted Applications and use the available icons to:



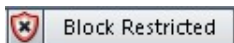
Allow All

Revert back to unrestricted access if application restrictions have been in place



Approved Only

Activate the "Approved Applications" list. The Student will only be able to run applications that are in the approved list. All other applications are blocked.




Activate the "Restricted Applications" list. The Student will not be able to run applications that are in the restricted list but will be able to run all other applications.

The Application Control Module can be used to perform the following functions:

Identify applications currently running on the Student workstation

In the List View, the student icons can be viewed in two different ways. Choose {View}{Large Icons/Details} or right click in the List view and select one of these options to change the layout of the Student Icons.

The lower panes can be minimised to make more room for the Student thumbnails. Click the  button.

An icon is displayed next to the Student icon informing the Tutor of the current application in use.

Large Icons



Details

| Name | Current Application | Running Applications |
|---|--|---|
|   James |  NSS 11 Manual - Microsoft Word |  |
|   Jane |  Calculator |  |
|   Sarah |  TV Guide UK TV Listings - UK's No 1 TV Listing site... |  |

If the application is currently listed in the Approved or Restricted lists, then a visual Green (Approved) or Red (Restricted) identifier is shown surrounding the application icon to make identification easier.

If the List view is in "Details" layout then a list of all other applications running on the Student workstation is also displayed.

When viewing any one of the four layout options, the order of the Student and Application icons can also be rearranged by the Tutor. Right click in the List view and choose {Arrange}. The Tutor is able to change the layout of the icons using the following options:

By Name Student icons will be arranged in alphabetical order according to their Client Name/ Display Name/ Student Register Name.

By Current Application Student icons will be arranged in alphabetical order according to the current application.

By Running Applications Student icons will be arranged in alphabetical order according to the running applications on the Student workstation.

Selection of one of the above options is identified by a black dot.

Auto Arrange If a new Student has been added to the list, or a new application is running on a Student machine, this option will automatically arrange the icons into the previously selected order above. A black tick will identify selection of this option. To deselect this option, simply re-click on "Auto Arrange" and the tick will disappear.

Ascending If this option has been selected, the Student icons will appear in ascending order according to the previously selected option above. A black tick will identify selection of this option. To deselect this option, simply re-click on "Ascending" and the tick will disappear. This will arrange the Student icons in descending order.

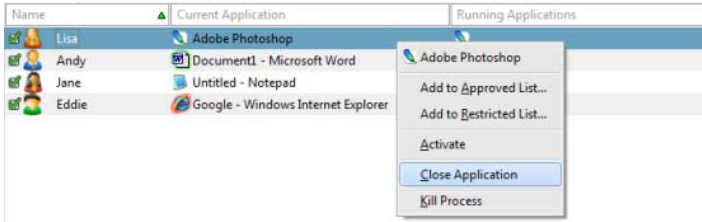
Align Image Centres **to** This option will only be available if a background image has been set to tile. This will align the Student icons to the centre of the image.

Close current/ running applications on a Student workstation

The Tutor has two options when closing down an application on a Student workstation:

Close Close down an application but respect any applications requests at the Student e.g. to save file before closing.

Kill Force the application to close, without any application prompts.



1. To close an application running on a Student workstation choose {View}{Details}.
2. The Details List view will appear.
3. Right click on an application icon listed under “Current Application” or “Running Application” in the List view.
4. Choose Close Application or Kill Process.
5. The application will be closed at the Student workstation and the icon will disappear from the List view.

Note: By right clicking on an application in the Approved or Restricted List, the Tutor is able to “Close” a running application on all connected Students.

To close all applications at the Student

All running applications at the Student will be forced to close.

1. Select the Students you wish to close applications at.
2. Select the Student Desktop icon on the toolbar.
3. Click Clear Desktop and then click Yes.

Change the current application running on a Student workstation

1. To change the current application running on a Student machine choose {View}{Details}.
2. The Details List view will appear.
3. Right click on an application icon listed under “Running Application”.
4. Choose Activate.
5. The current application running on the Student workstation will now be replaced by the newly activated application.
6. The icon listed under “Current Application” will be replaced with the newly activated application icon.

Note: You can minimise all applications at Student machines. Select Student Desktop on the toolbar and click Show Desktop.

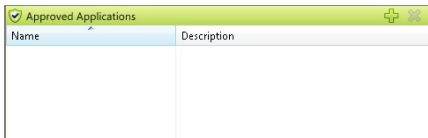
Launch an application on all connected Students

1. Right click on an application icon in the "Approved Applications" List.
2. Choose Send to Students.
3. The application will be Launched on all connected Student workstations.
4. In the List view the Launched application icon will appear in the Current application list.

Or,

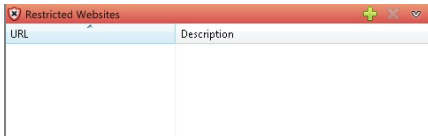
1. Highlight an application in the "Approved Applications" List.
2. Drag and drop the highlighted application into the List view.
3. The application will be Launched on all connected Student workstations.
4. In the List view the Launched application icon will appear in the current application list.

Setting up Approved or Restricted Applications



Approved Applications

The Student is only able to run the applications specified on this list.



Restricted Applications

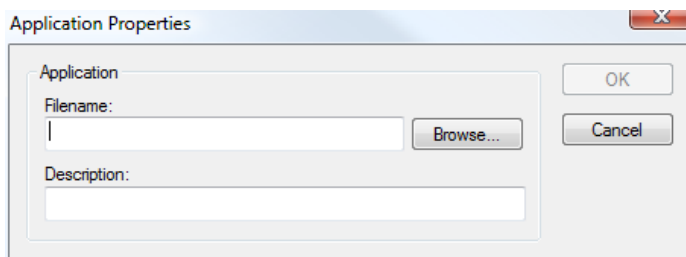
The Student is unable to run the applications specified on this list

Note: Application restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options} from the Control window drop down menu.

Add an application to your Approved or Restricted List

1. Click on + to add an application to your List.
Or,
Right click in the List boxes and select "Add Application".
Or,
Drag and drop applications from your desktop or Start Menu into the Approved or Restricted List box.

- The Add Application dialog will appear.



- Type in the .exe file name (e.g. winword.exe) under Application or browse for your chosen application.
- Type in the description e.g. Microsoft Word.
- Click OK.
- The application icon, name and description will appear in your Approved or Restricted List box.

Or,

- Choose {View}{Details}.
- Right click on an application icon in the List view under "Current Application" or "Running Applications".
- Choose "Add to Approved List".

Or,

Choose "Add to Restricted List".

- The application icon and description will appear in the Approved or Restricted List.

Note: When adding applications on Windows 8 workstations two tabs will be displayed in the Application Properties dialog. The 'Desktop Application' tab allows you to add standard Windows applications as detailed above. The 'Windows Store Application' tab lists Windows 8 applications. Select the required application and click OK to add to the approved or restricted list.

Remove an application from your Approved or Restricted List

- To remove an application from the List, simply highlight the chosen application and click **X**.
Or,
Right click in the list boxes and select "Remove Application".

Note: The default Application List is NetSupport School CCE.app.

Apply Approved or Restricted Applications

Restrictions can be applied to individual Students or all connected Students. Students can view the current restrictions in the Student Toolbar.

1. If you want to apply restrictions to individual Students select their icons in the List view
2. To apply these restrictions choose {Applications}{Allow Approved Applications Only or Block Restricted Applications}.
Or,
Click on the Approved or Restricted icon at the bottom of the Control window.
3. To acknowledge which restriction has been activated an appropriate indicator will appear next to the Student icons. (When viewing Large icons only). Red for restricted, green for approved.
4. If a Student is currently running an application included in your activated restriction list, an "Application Blocked" dialog will appear on their screen, stating the application that has been blocked by the Tutor. This will also appear if a Student attempts to run any of the applications included on the restriction list.



End Approved or Restricted Applications

1. To remove the restrictions for individual Students, select their icons in the List view.
2. Choose {Applications}{Unrestricted Access} from the drop down menu
Or,
Click on the Allow All icon at the bottom of the Control window.

3. The green or red indicator will be removed from the selected Student icons.

Note: Removing a restriction may not appear to take effect immediately. You may need to restart the application for it to recognise the change.

Create a new Application List

1. To create a new Application List choose {Applications} {Create New Application List}
2. A dialog will appear. Enter a file name and click Save.
3. A new blank Application List will appear.

Note: Application Lists can be assigned to different Control Users, by setting up a Tutor Profile. See Tutor Profiles.

Open an existing Application List

1. To open an existing application list choose {Applications} {Load Existing Applications List}
2. Highlight the relevant file and click Open.
3. The existing application list will appear.

Save an Application List

1. To save the current Application List, choose {Application}{Save Application List as}.
2. A dialog will appear. Enter a file name and click Save.
3. The current Application List will be saved.

Notes:

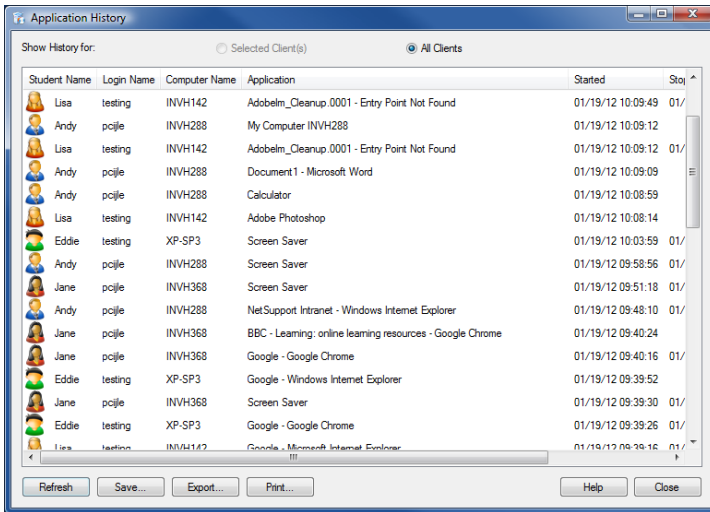
- Any changes that have been made to the new or existing Applications List will be automatically saved when a new Applications List is created, or when you exit out of the NetSupport School CCE program.
 - The default Application List is saved as NetSupport School CCE.app.
 - The approved Website List can be added to the Student Journal, choose {Web}{Add Approved List to Journal} from the Control window drop down menu or click the 'Add Approved Website List to Journal' icon.
-

View Application History

This feature of the Application Control Module enables you to monitor the Applications being used by connected Students and, if required, store or print a permanent record.

1. In Applications View choose {Applications}{History} from the Control window drop down menu.
2. The Application History dialog will appear.

This provides details of any application used by the Student(s) during the currently connected session.



The available options are:

Show Application History for:

The list can be viewed by currently **Selected Client** or **All** Connected Clients.

Refresh

While viewing the list click Refresh at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Print

Prints details of the currently displayed items.

Export

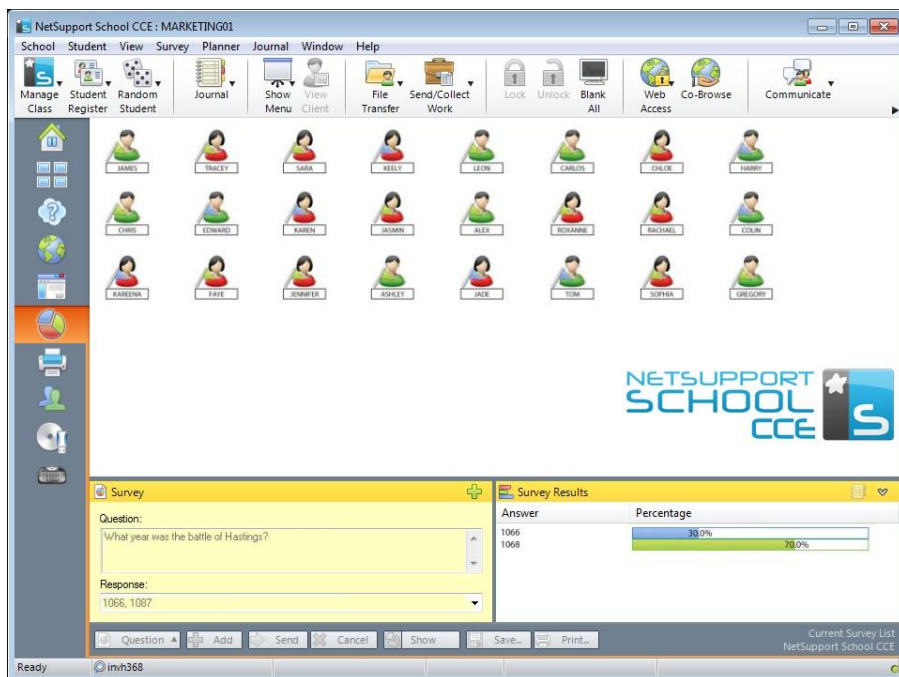
Exports data to a CSV file allowing the data to be imported if needed.

Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

Student Surveys

The Student Survey tool enables the Tutor to get instant feedback from Students during or at the end of a session. The Tutor sends connected Students a question together with a selection of pre-defined responses. Student responses are gathered at the Tutor with the results shown as an overall percentage and by individual Student. Results can be shown to Students in the form of a pie chart, Students must respond before they can view the results.



The basic procedure for sending a survey to Students is:

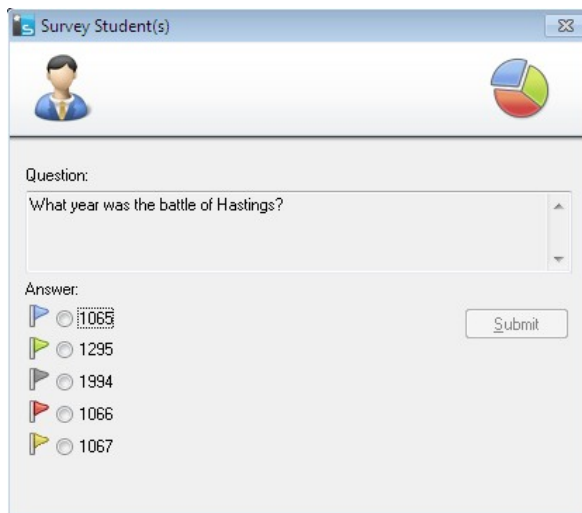
1. Choose {View}{Mode - Survey View} from the Control window drop down menu.
Or,
Select the Student Survey icon from the left hand side of the Control window.
2. Select the Students to include in the survey. This can be all Students in the list view or selected Students.
3. Enter a question in the box provided.

4. Select the responses/answers to the question. These can either be chosen from the drop down list of defaults or you can enter your own options, using a comma to separate each one. Up to 6 choices can be entered.
5. Send the survey to Students by choosing {Survey}{Send} from the Control window drop down menu.

Or,

Click the **Send** icon displayed at the bottom of the Survey pane.

A dialog will open at the Student machines displaying the question and responses. Students choose the appropriate response and submit the answer.



6. As Students submit their answers the Survey Results pane will display the percentage response for each option. The Client icon will also flag how the individual Student answered. By choosing {View}{Details} from the Control window drop menu you can sort the Students by result.
7. When the survey is complete, remove it from the screen by choosing {Survey}{Cancel Survey} from the Control window drop down menu.

Or,

Click the **Cancel** icon displayed at the bottom of the Survey pane.

Note: The Survey will be cleared from all machines whether the Student has responded or not.

Show Survey Results to Students

1. Choose {Survey}{Show Results to Students} from the Control window drop down list.
Or,
Click the Show icon at the bottom of the Control window.
2. The results will be displayed as a pie chart on the Students screen.

Note: Survey results will only be displayed if the Student Toolbar is running and the Student has submitted their answer.

Save Survey Results

The Survey can be saved to a .CSV file.

1. Choose {Survey}{Save Results} from the Control window drop down menu.
Or,
Click the Save icon at the bottom of the survey pane.

Print Survey Results

Before clearing the survey you can print a permanent record of the results.

1. Choose {Survey}{Print Results} from the Control window drop down menu.
Or,
Click the **Print** icon displayed at the bottom of the Survey pane.

Note: The Student results can be added to the Student Journal, choose {Survey}{Add Results to Journal} from the Control window drop down menu or click the 'Add Survey Results to Journal' icon.

Survey Lists

Surveys can be re-used by adding them to a Survey List. NetSupport provides a default list, NetSupport School CCE.sul, into which questions and responses are automatically stored, but you can create custom lists if you want to categorise different types of question.

Create a Survey List

1. In Survey view, choose {Survey}{Create New Survey List} from the Control window drop down menu.
2. Enter a name for the file and click Create.
3. Any new Surveys you enter will be added to the list.

Load a Survey List

1. In Survey view, choose {Survey}{Load Existing Survey List} from the Control window drop down menu.
2. Select the required list and click Open.

Using Survey Lists

With the required Survey List loaded you can enter new questions or use and manage previously stored questions and responses.

To Add a New Question to a Survey List

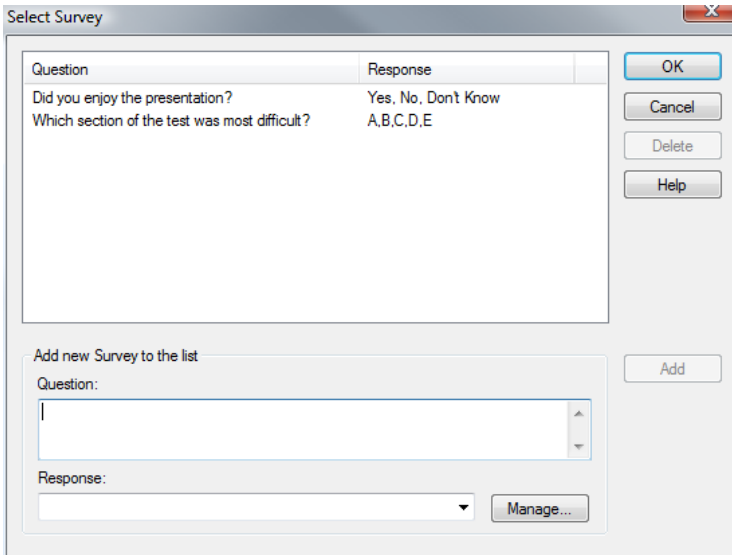
1. In the Student Survey pane enter the question and choose the required responses from the drop down list or add new options if the defaults aren't appropriate.
2. Send the Survey to Students. The Survey will automatically be stored in the current list.

Or,

Rather than send the Survey immediately, choose {Survey}{Add Survey to List} from the Control window drop down menu or click the **Add** icon displayed at the bottom of the Survey pane to store the question and responses for future use.

To Use an Existing Survey

1. In the Student Survey pane click the Select/Add Question icon. (Green Cross). The Select Survey dialog will appear.



2. Select a question from the list and click OK.
3. The question will be displayed in the Survey pane ready to be sent to Students.

Manage Questions and Responses

As well as enabling you to choose an existing Survey, the Select Survey dialog can be used to add new questions/responses and edit questions/responses if the current examples are not appropriate.

1. If the Survey list does not currently include the required question, enter the new question along with the responses in the boxes provided and click Add.

Or,

To edit an existing question, select it from the list, change the question and/or the responses and click Add.

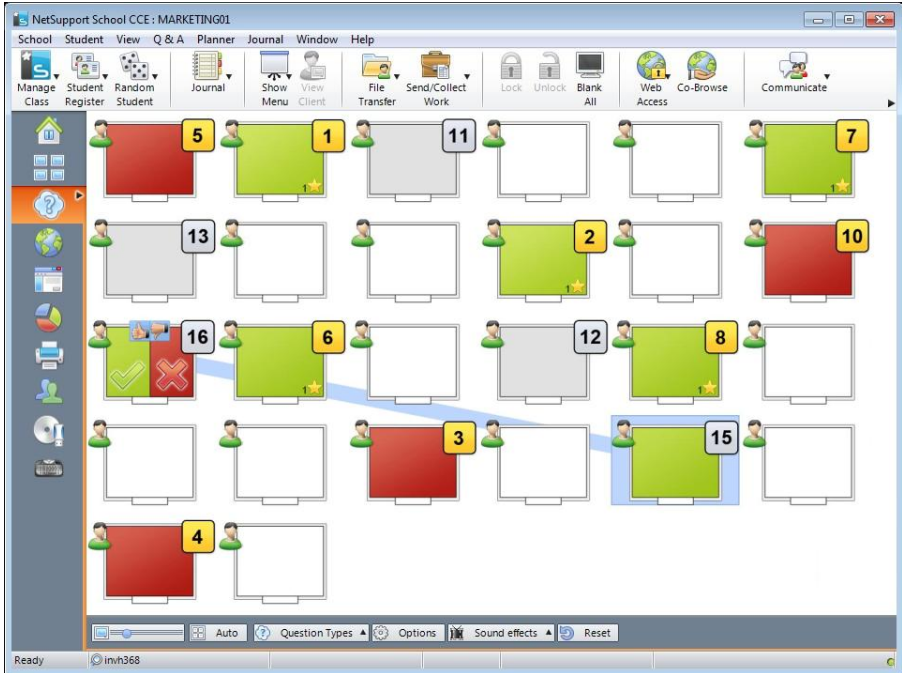
Note: If you change the question it will be added to the list in addition to the original. If you only change the responses, the original will be overwritten.

2. To use the question in a Survey, select it from the list and click OK.
3. The question will be displayed in the Survey pane ready to be sent to Students.

Note: When you use customised responses in a Survey they will be attached to that question only. If you want to make the responses available to other Surveys they need to be added to the default drop down list. Click **Manage**, the Manage Responses dialog will appear, enter the required responses and click Add.

Question and Answer Module

NetSupport's Question and Answer module is a unique collaborative tool that enables teachers to reinforce key learning points and instantly gauge student understanding during a lesson. You can verbally ask questions to the whole class, gauge student answers and understanding, bounce questions around the classroom, develop peer assessment opportunities as well as track rewards against both the individual and, where appropriate, teams.



Note: The Student toolbar will be enabled and displayed at the Student, even if the toolbar is turned off at the Tutor.

1. Choose {View}{Mode - Q&A View} from the Control window drop down menu.
Or,
Click the **Q&A** Control icon on the left hand side of the Control window.
2. The Question Types dialog will appear.



There are five types of questions to choose from:

First to Answer

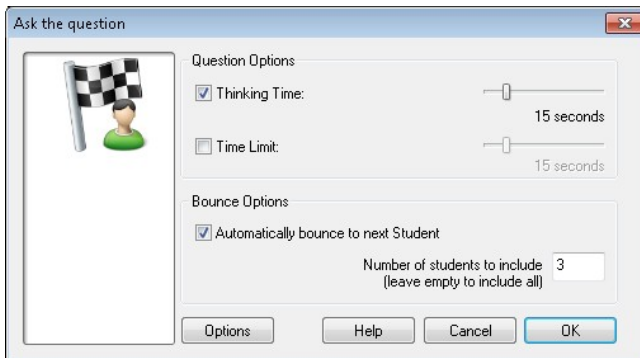
Enter an Answer

Pot Luck

Team First to Answer

Team Enter an Answer

3. Select a question type to continue.
4. The Ask the question dialog is displayed. Set the required properties for the question and click **OK**.



5. Click **Go** to start the Question and Answer session.
6. The Tutor will display the Student thumbnails. From here you can see who has responded and mark their answers.

7. A Question and Answer dialog is displayed at the Student, showing the current question type and any awards the Student has received. Students will be able to see the current state of all Students for each question. You can also choose to show the results to Students, this can be set in the Question & Answer Options dialog.

Note: Questions can also be started from the Q&A menu. Select {Q&A}{Question Type} from the Control window drop down menu or click the **Types** button at the bottom of the Control window.

Question and Answer Module - First to Answer Question Type

The teacher asks a verbal question and the Students click to answer. The 'top x' fastest responders will be displayed and the quickest Student is asked for their answer. You then decide whether this is correct or not and rewards can be awarded or deducted.

Note: Questions can be bounced to the next quickest Student when more than one Student has been selected. This can be done automatically by selecting the **Automatically bounce to next Student** option in the Ask the question dialog or manually by selecting {Q&A}{Bounce Question} from the Control window drop down menu or clicking the **Bounce** icon at the bottom of the Control window.

A thinking time limit can be applied, the **Answer** button is disabled during this period, giving Students a chance to think about their answer before they click. A time limit for answering the question can also be set.

You can choose to exclude a Student from the next round if they have already answered a question, ensuring all Students have a fair chance to answer a question.

Question and Answer Mode - Enter an Answer Question Type

The teacher enters the answer to the next question in advance and then verbally asks the question. Students are prompted to enter their answer. Results are instantly displayed to the class and rewards can be awarded or deducted.

Note: You can determine whether the answer is case sensitive or not.

A thinking time limit can be applied, the **Answer** button is disabled during this period, giving Students a chance to think about their answer before they click. A time limit for answering the question can also be set.

You can choose to exclude a Student from the next round if they have already answered a question, ensuring all Students have a fair chance to answer a question.

Question and Answer Mode - Pot Luck Question Type

The teacher decides how many Students to select randomly, NetSupport School CCE will pick and order them. A Student is then randomly selected and you verbally ask a question and the Student answers. You then decide whether this is correct or not and have the option to 'bounce' the question to another random Student. Rewards can be awarded or deducted.

Note: Questions can be bounced when more than one Student has been selected. This can be done automatically by selecting the **Allow question bounce** option or manually by selecting {Q&A}{Bounce Question} from the Control window drop down menu or clicking the **Bounce** icon at the bottom of the Control window.

If a Student has answered correctly you can allow them to select the next random Student.

Note: If a Student has answered they will not be randomly selected again during this session.

You can also select a Student randomly by selecting {Student}{Select Random Student} from the Control window drop down menu.

Question and Answer Module - Tutor Interface

Once the question type has been selected and the options chosen, Student thumbnails will be displayed in the Tutor. The thumbnails allow you to see who has responded and mark their answers more easily.

Customise Thumbnail Size

Student thumbnails can be resized to suit personal preferences.

1. Choose {Q&A}{Size} from the Control window drop down menu.
2. Select the required size from the available options.

Or,

1. Use the slider on the **Size** icon at the bottom of the Control window to select the required size.

Auto-Fit Size of Student Thumbnail

This option will automatically adjust the size of the displayed thumbnails to fit the window.

1. Click the **Auto** icon at the bottom of the Control window.

The following icons can be displayed at the Tutor:

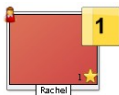


Student has not yet answered.

The Student has answered. You can mark their answer correct or incorrect by clicking on the tick or cross. Clicking the thumbs up/down button allows the rest of the class to peer assess the answer. The yellow number indicates that this Student answered the fastest.



Student has been marked correct. The number of rewards the Student currently has is also displayed.



Student has been marked incorrect.



Student is excluded from the round.

The time ran out in Enter an answer mode before the Student answered.

A Student is being peer assessed, the green and red areas will fill as Students respond.

Student thought the answer was correct in peer assess mode.

Student thought the answer was incorrect in peer assess mode.

During a pot luck question student icons flash in this state to indicate they might be selected. A corresponding large '?' is also shown at Student screens.

Using the Question and Answer Module

Once a Question and Answer session has begun you will be able to see who has responded and mark Student answers by clicking the tick or cross on the Student's thumbnail. Awards can be given for a correct answer and deducted for an incorrect answer, you can configure these options in the Question & Answer options dialog. Students can see their current awards in the Question and Answer dialog.

Note: Rewards can be allocated/deducted outside of a Question and Answer session, select {Student}{Rewards} from the Control window drop down menu.

Questions can be bounced around the class encouraging discussion. You can also ask Students to peer assess an answer to find out if they thought it was correct or not.

You can move onto the next round by selecting {Q&A}{Next Round} from the Control window drop down menu or clicking on the **Next Round** icon at the bottom of the Control window. A new session for the current question type can be started by clicking the **New** icon at the bottom of the Control window. You can stop the current Question Type and clear Question and Answer dialogs on the Student machines by clicking **Reset** at the bottom of the Control window.

Excluding Students

To ensure all Students are involved equally in the process, you can choose to exclude specific students, those that have already answered a question, from the next round of questioning.

Students are automatically excluded from a round if either of the **Exclude** options in the Question & Answer options dialog have been selected. Students can be manually excluded, right click the Student and select **Exclude Student from round**.

Sound Effects

You can include sound effects to be played at the Tutor and Students. Sounds will be played at the Tutor when a Student answers, at the Student when the Answer dialog is displayed and at both when randomly selecting a Student and when the thinking time or time limit is at 5 and 2.5 seconds. Sounds effects will be turned on by default.

1. Click the **Sound effects** icon at the bottom of the Control window.
2. Select the relevant option to turn sound effects on/off at the Tutor or Student.
3. Use the slider bar to adjust the volume. This can be locked at the Student if required.

Bouncing Questions

To encourage discussion across the class you can bounce a question to the next Student asking if they have an answer or what they thought of the previous answer.

Note: You can only bounce a question for First to Answer and Pot Luck question types when more than one Student has been selected.

Questions can be automatically bounced to the next Student who has responded as soon as you click the tick or cross. Select the **Automatically bounce to next Student** option in the Ask the question dialog. The question will be bounced around the Students for the number of times specified.

Manually Bounce Questions


If you haven't selected the automatically bounce option you can still bounce questions to the next available Student.

1. Select {Q&A}{Bounce Question} from the Control window drop down menu.
Or,
Right click the Student and select **Bounce Question**.
Or,
Click the **Bounce** icon at the bottom of the Control window.

When a question has been bounced the display changes to show who now has the question and where it came from. The next Student can answer and this can continue around the whole class until all Students who have answered have been included.

Peer Assessment

Peer assessment allows Students to give feedback in response to an answer given by one of their classmates. After a question has been answered you can ask the rest of the class to assess the answer by

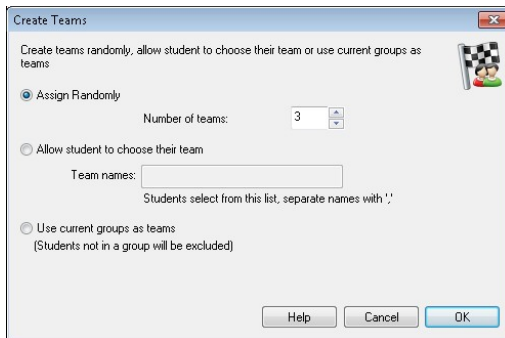
clicking on the  button. A dialog appears at Student screens asking them to decide if the answer was correct or not. As the Students answer the Student thumbnail at the Tutor will change to reflect the number of Students who think their answer is right or wrong.

Question and Answer Team Mode

You can use team mode when selecting Team first to answer or Team enter an answer question types. Students then compete for rewards as a group rather than individually. Teams can be created randomly or Students can pick a team to join. Custom team names can be created and you can customise the colour allocated to the team.

Using Team Mode

1. Select **Team first to answer** or **Team enter an answer** from the Question type dialog.
Or,
Select {Q&A}{Question Type} from the Control window drop down menu and select the required question type.
Or,
Select the **Types** icon at the bottom of the Control window and select the required question type.
2. Select the required properties for the question in the Ask the question dialog. Click **OK**.
3. The Create Teams dialog will appear.



4. Select how to group the teams. If randomly, enter the number of teams. If Student chooses team, enter the team names; the Students will then be able to pick a team from a drop down list. Click **OK**.
5. The Team Summary dialog will appear showing how many Students are in each team. NetSupport randomly allocates colours to teams; you can change this by clicking the colour and selecting a new colour.
6. Click **OK**. The question and answer session will start as normal.

The Tutor screen will display which team each Student is in. The default Group bar is replaced with one containing the teams. The team statistics will be displayed to students in the Question and Answer dialog. Rewards will now be awarded to the team and not the individual.

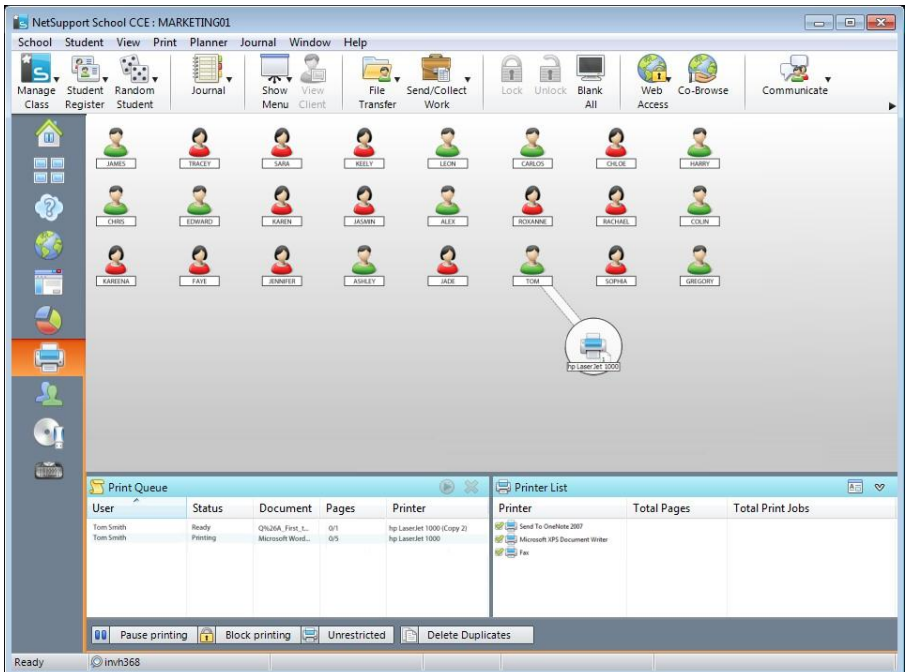
Printer Management

Print Management gives the Tutor total control over printer usage within the classroom, the Tutor can monitor and control all printing activity by connected Students or printer. Students can be prevented from printing, be assigned page limits or require Tutor authorisation to print.

The print management feature supports multiple printers within a classroom, prevents the addition, deletion or modification of existing printers and provides printing usage summaries as part of the Student register.


Note: Printers must be added to Student workstations before the Tutor connects.

1. Choose {View}{Mode - Print View} from the Control window drop down menu.
Or,
Click the Print Management icon on the left hand side of the Control window.



In the List view, the Student icons can be viewed in two different ways. Choose {View}{Large Icons/ Details} or right click in the List view and select one of these options to change the layout of the Student icons.

When viewing the "Large Icons" layout, an icon is displayed next to the Student icon informing the Tutor of the current print activity. If the List View is in "Details" layout, a summary of the print activity for each Student is displayed.

The lower panes can be minimised to make more room for the Student thumbnails. Click the  button.

To keep track of print usage while in other areas of the Tutor program, select {Print}{Show Printers} from the Control window drop down menu. The printer icon will be displayed in all other views allowing you to see jobs as they happen, pause, delete and resume printing.

Notes:

- All printers will be displayed when you select Show Printers. You can remove printers by removing the tick next to the printer in the Printer list.
 - When a Student is printing a connection bar will be displayed from the printer to the Student that is printing.
-

Using Print Management

Printers must be added to the Student workstation before the Tutor connects, once connected to Students, printers cannot be added, removed or modified. All printers that are attached to Student workstations will appear in the Printer List. All printers that are attached to Student workstations will appear in the Printer List, from here you can pause, delete and resume printing by printer.

Student print jobs will be displayed in the Print Queue, giving you an overview of who is printing, what is being printed, how many pages are printing and the current print status. From here you can delete or resume printing for Students.

Notes:

- If 'Show printers' is enabled you can pause, delete and resume jobs via the printer icon in any view.
 - Print restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options} from the Control window drop down menu.
-

If the Student Toolbar is enabled Students will be notified of the current print status.

Setting Print Thresholds

Print thresholds can be applied for an individual print job, allowing the Tutor to specify the maximum number of pages Students can print. If the Student exceeds this limit, the print job will be automatically paused or deleted.

1. Choose {Print}{Set Print Thresholds} from the Control window drop down menu.
2. The Print Thresholds dialog will appear, allowing you to apply the relevant settings.

Pause Printing

1. Select the required Students in the List view.
2. Choose {Print}{Pause Printing} from the Control window drop down menu.
Or,
Click the Pause Printing icon at the bottom of the Control window.
3. The Print status for the selected Student(s) will now show as paused.
Or,
 1. Select the required printer in the Printer list.
 2. Right click and choose Pause.
 3. Printing will be paused for the selected printer.

Block all Printing

1. Select the required Students in the List view.
2. Choose {Print}{Block All Printing} from the Control window drop down menu.
Or,
Click the Block Printing icon at the bottom of the Control window.
3. The Print status for the selected Student(s) will now show as blocked.

Or,

1. Select the required printer in the Printer list.
2. Right click and choose Block.
3. Printing will be blocked for the selected printer.

Delete Print Jobs

You can delete all print jobs, selected print jobs or all print jobs for a Student.

1. Select the required print job(s) in the Print Queue.
2. Right click and choose Delete/ Delete All/ Delete All jobs for Test20.
3. The selected print job(s) will be deleted.

Deleting Duplicate Print Jobs

1. Choose {Print}{Delete Duplicates} from the Control window drop down menu.
Or,
Click the Delete Duplicate icon at the bottom of the Control window.
2. Duplicate print jobs will now be deleted.

Resume Printing

Allows you to restart printing after it has been paused or blocked.

1. Select the required Students in the List view.
2. Choose {Print}{Resume Printing} from the Control window drop down menu.
Or,
Click the Unrestricted icon at the bottom of the Control window.
3. Printing will now be resumed.

Or,

1. Select the required printer in the Printer list.
2. Right click and choose Resume.
3. Printing will be resumed for the selected printer.

Note: You can also resume printing for Student(s) in the Print Queue.
Select the required print job, right click and choose Resume.

Printer Properties

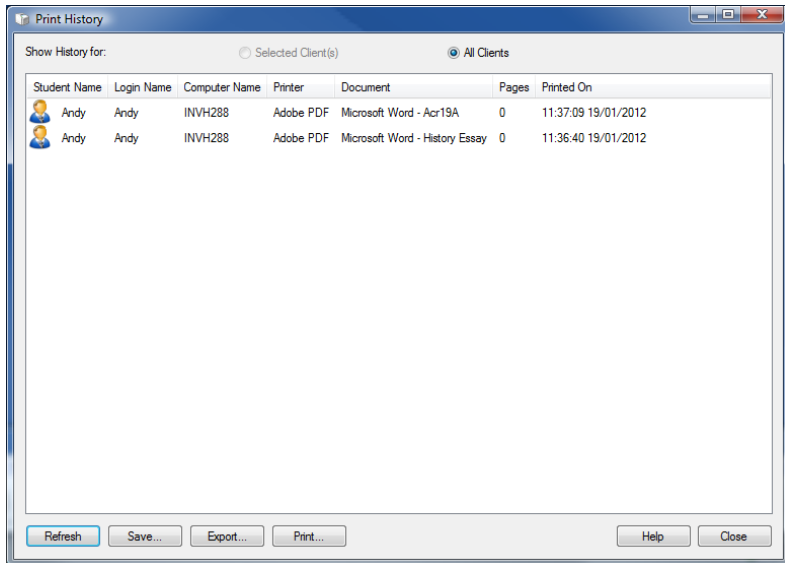
Allows you to change the image, display name of the printer and reset the total page and job count.

1. Select the printer icon in the List view.
Or,
Select the required printer in the Printer list.
2. Right click and choose Properties.
3. Amend the required properties.

View Print History

This feature of Print Management enables you to monitor the print usage of connected Students and if required, store or print a permanent record.

1. In Print view choose {Print}{History} from the Control window drop down menu.
2. The Print History dialog will appear.
This provides details of the Students print activity during the currently connected session.



The available options are:

Show History for:

The list can be viewed by currently Selected Client or All Connected Clients.

Refresh

While viewing the list click Refresh at any time to update the display.

Save

To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.

Print

Prints details of the currently displayed items.

Export

Exports data to a CSV file allowing the data to be imported if needed.

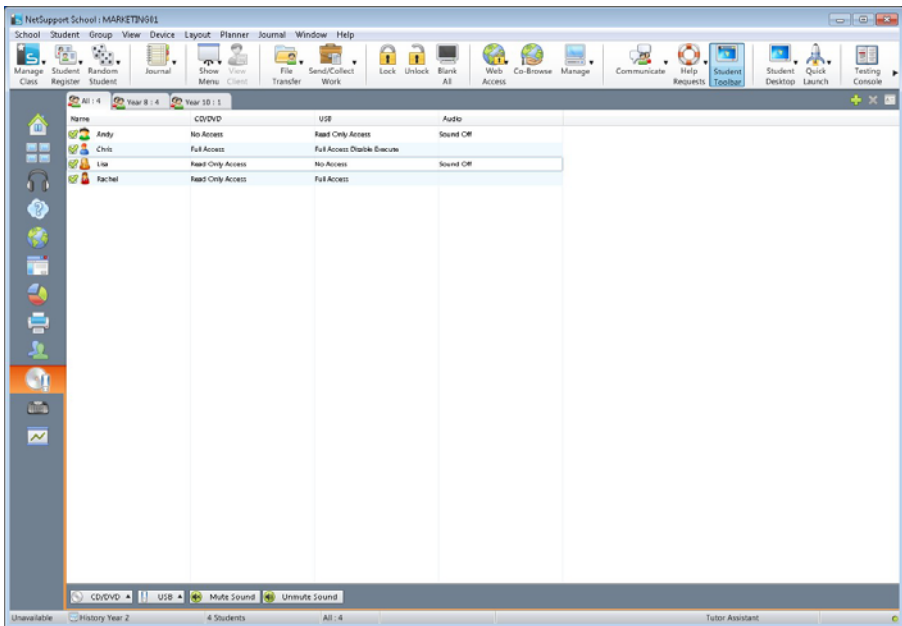
Close

Closes the History dialog but details will continue to be recorded while the Control is connected.

Device Control

The Device Control feature allows the Tutor to protect against external sources during a lesson. The Tutor can prevent data from being copied to or from USB devices and CD/DVD drives. In addition the Tutor can provide read only access, allowing Students to view files from devices but prevents copying files from them.

1. Choose {View}{Mode - Device View} from the Control window drop down menu.
Or,
Click the **Device Control** icon on the left hand side of the Control window.



In the List view, the Student icons can be viewed in two ways. Choose {View}{Large Icons/ Details} or right click in the List view and select one of these options to change the layout of the Student icons.

When viewing the "Large Icons" layout, an icon is displayed next to the Student icon informing the Tutor of the current Device restrictions. If the List view is in "Details" layout, a summary of Device restrictions for each Student is displayed.

Note: Device restrictions can be applied at start-up. Choose {School}{Configuration}{Start Options} from the Control window drop down menu.

Block Access to CD/DVD or USB Devices

1. Select the required Students in the List view
2. Choose {Device}{CD/ USB - Block Access} from the Control window drop down menu.
Or,
Click the **CD/DVD** icon or **USB** icon at the bottom of the Control window and choose **Block Access**.

Read Only Access to CD/DVD or USB Devices

Provide Students with read only access to CD/DVD or USB devices.

1. Select the required Students in the List view
2. Choose {Device}{CD/ USB - Read Only} from the Control window drop down menu.
Or,
Click the **CD/DVD** icon or **USB** icon at the bottom of the Control window and choose **Read Only**.

Unrestricted Access

Provide Students with full access to CD/DVD or USB devices.

1. Select the required Students in the List view.
2. Choose {Device}{CD/ USB - Unrestricted} from the Control window drop down menu.
Or,
Click the **CD/DVD** icon or **USB** icon at the bottom of the Control window and choose **Unrestricted**.

Disable Execute

Prevent Students from running programs from CD/DVD or USB devices.

1. Select the required Students in the List view
2. Choose {Device}{CD/ USB - Prevent Execute} from the Control window drop down menu.
Or,
Click the **CD/DVD** icon or **USB** icon at the bottom of the Control window and choose **Prevent Execute**.

Note: To allow access to Execute select {Device}{CD/ USB - Allow Execute} from the Control window drop down menu.

Mute Sound on Student Workstations

1. Choose {Device}{Mute Sound} from the Control window drop down menu.
Or,
Click the **Mute Sound** icon at the bottom of the Control window.
2. Sound will be muted on the Student workstations.

Tutor Profiles

NetSupport allows you to set up multiple Tutor Profiles for different Control Users, each with a pre-defined set of options. On starting the Tutor program, if multiple profiles have been created a dialog is displayed that allows the user to select which profile to use.

The main benefit of creating a profile is to be able to store ready-made lists of Approved / Restricted Applications, Websites and keywords rather than have the user create these at the start of each lesson.

Having created your Application, Website or Word List, as detailed in the Web Control, Application Control and Keyboard Monitoring sections, the files can then be added to a Tutor Profile.

Note: As well as Website, Application and keyword lists, other areas of the program that can be profiled are Student Surveys and the location for storing test results and exams.

To Create a Tutor Profile

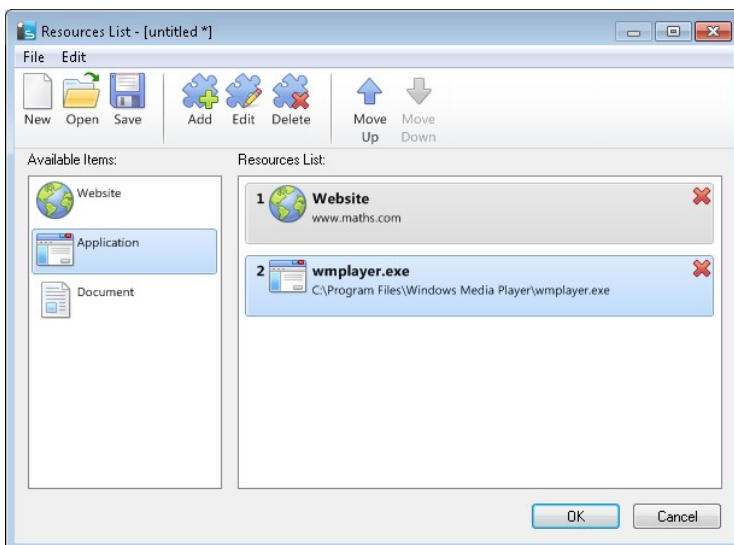
1. Create the files, containing details of approved/restricted web sites, applications etc that are to be included in the profile.
2. Choose {School}{Configuration}{Administration – Profile} from the Control window drop down menu. The list of existing Tutor Profiles will appear, NetSupport School CCE is the default.
3. To create a new profile, select Add. The Create New Configuration dialog will appear.
4. Enter a name for the profile. Functionality for the profile can be 'copied from' an existing Tutor configuration, the default NetSupport School CCE or a user defined profile. Click OK. The name will be added to the profile list.
5. To change the content of the profile, click Edit. The File Locations dialog will appear.
6. In each category, select the file to be used in the profile. The Folder locations dialog allows you to change where items are located.
7. Click OK.

Each time the Tutor program is started, the user will be presented with a list of locally stored Profiles to choose from. Should you wish to share Profiles across a network the /R command line instruction can be used to launch the Tutor program with a centrally available Profile.

For example, from the NetSupport School CCE program folder run the command; **pcinssui /rN:\SampleProfile.cfg**. If the profile, in this example SampleProfile.cfg, does not currently exist a default will be loaded enabling you to add your own values. Once you exit the Tutor program the Profile will be stored in the specified location.

Manage Student Resources

Students can now easily access any resources required during a lesson. The Tutor can create a resource list and add links to websites, applications and documents, this list is then displayed in the Student toolbar providing Students with a quick and easy way to access the required resources.



To Create a resource list

1. Select {School}{Manage Student Resources} from the Control window drop down menu.
2. The Resources List window will appear.
3. Select the required resource from the Available items list and either drag and drop to the Resource list or click the Add icon in the toolbar. You will be prompted to enter a description and location for the resource.
4. The order of the list can be sorted using the appropriate arrows.
5. Click Save and specify a file name for the list, once saved the resources will be displayed in the Student toolbar.

Student Journal

NetSupport School CCE provides a 'Student Journal', this is an electronic record of key information that has been covered during the lesson. The Student Journal is in the form of a portable PDF document, allowing Students to refer back to it after the lesson. Not only can the Tutor add notes and resources used during the lesson directly to every Student Journal, the Students are able to add their own notes making this a truly personalised document.

The unique Student Journal offers a welcome summary for any Students who were absent from a lesson as well as a structured summary of activity for the Teacher.

Note: PDF reader will be required to view the Journal.

By default the Student Journal is located in:

Windows Vista and above

C:\Users\"Logged on User"\Documents\Journal

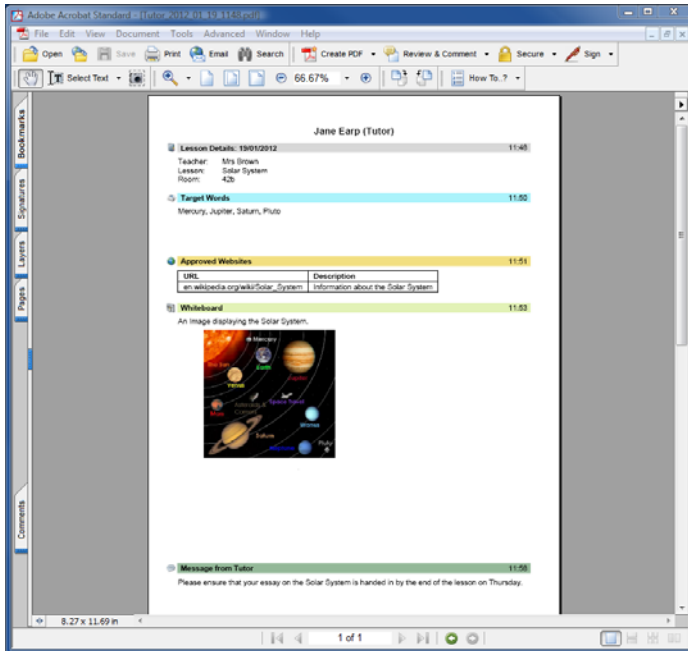
Windows XP and below

C:\Documents and Settings\"Logged on User"\My Documents\Journal

To change the location choose {Start}{Programs}{NetSupport School CCE}{NetSupport School CCE Student Configurator - Journal}. On Windows 8 machines right-click in the Start screen and choose All Apps at the bottom of the screen. Click the NetSupport School CCE Student Configurator icon.

Items that can be included within the Journal are:

- Lesson details and objectives.
- URLs of websites used during the lesson.
- Copies of any class Chat transcripts.
- Class Survey Results.
- Individual Student Test results.
- Screenshots from within a Presentation (and supporting explanation).
- Target Keywords.
- Teacher Notes.
- Individual Student Notes.
- New Chapters.



Starting a Journal

The Journal will automatically start when any of the Send to Journal options are selected.

1. Select {Journal}{Create New Journal} from the control window drop down menu.

Or

Click the Journal icon and select Start.

Note: If the Tutor Console is closed or the Student is restarted the current Journal will be closed. You can open an existing Journal, select {Journal}{Open existing Journal} or click the Journal icon and choose the previous Journal from the drop down list and click Open.

Adding Notes/Images to the Journal

1. Select the required Students in the List view.

Choose {Student}{Add notes to Journal} from the Control window drop down menu.

Or

Select {Journal}{Add - Notes} from the Control window drop down menu.

Or

Right click and select Add notes to Journal.

Or

Click the Journal icon in the toolbar and choose Notes.

2. The Add Notes to Journal dialog will appear.
3. Enter the required notes and/or image, select which Students to send this to and click Ok.

Notes:

- You can quickly add a note to all Student Journals. Click the Journal icon on the toolbar, enter the required note under Quick Note and click Add.
- You can remove the last item added to the Journal. Select {Journal}{Undo last add} from the Control window drop down menu.

Students can view and add notes to their Journal by selecting the NetSupport Client icon from the taskbar and choosing {Commands}{Add Notes to Journal/View Journal} or from the Journal icon in the Student Toolbar.

Note: Students will be unable to add notes if the Student Toolbar and Client icon are not visible.

Viewing a Journal

1. Select {Journal}{View Journal} from the Control window drop down menu.
Or
Click the Journal icon and select View Journal.

Note: You can print a copy of the current Journal. Click the Journal icon in the toolbar and then click the Print icon in the View Journal section.

Synchronise Journals

You can synchronise the Tutor Journal with the Students to ensure the Student Journals are up-to-date. Any items that are missing will be added to the Student Journals, this will not affect any information that the Student has added. Select {Journal}{Synchronise Journals} from the Control window drop down menu.

Lesson Planner

A NetSupport Lesson Plan enables a Tutor to structure a session around a pre-defined set of tasks with appropriate timings and prompts allocated to each part of the plan.

Common NetSupport functionality can be built into the plan, such as run test, send/collect work, scan and show.

To create a Lesson Plan

1. Choose {Planner}{Manage Planner} from the Control window drop down menu.
Or,
Click the 'Lesson Plans' icon on the Control toolbar and choose Manage Plans.
Or,
If displayed, click the create a Lesson Plan icon on the Lesson Plan bar.
2. The Lesson Plan window will appear.



3. From the Available Items list drag the required task and drop it into the window. Enter any addition properties that are required.
4. When all tasks are in place save the lesson.

5. To create a new lesson click New on the toolbar or to re-load a saved lesson click Open.
6. Click Ok.
7. The Start Lesson window will appear. This confirms the lesson content, total time, author and description of the lesson.
8. To start the currently loaded lesson click Ok or click Cancel to close the window.

Managing a Lesson Plan

When a lesson is activated a progress bar will appear at the Tutor. The Tutor will be prompted before each task is due to begin and they can choose whether to continue or abort. At any point during a task you can use the tools on the Lesson bar to pause, skip to next item or abort the lesson.

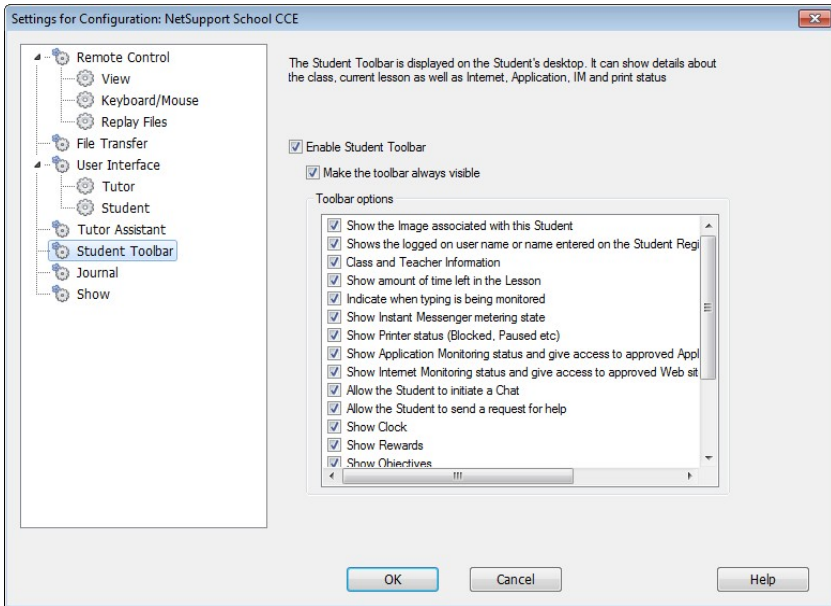
Note: If you simply want a timed session without the need to run a pre-defined Lesson Plan select {Planner}{Set Class Time} from the Control window drop down menu. This enables you to select an end time for the lesson or the duration. The timer will appear on the Lesson bar and can be switched off by selecting {Planner}{Set Class Time}{Remove}. The timer shows hours/minutes until there is 5 minutes remaining when it will switch to minutes/seconds.

Student Toolbar

The Student toolbar provides feedback to the Student on the current lesson, time remaining, current websites and applications that are available, the status of messenger, print and keyboard monitoring and quick access to initiate a Chat and request help. Students can also access their USB memory stick, Student Journal, work items that have been sent and any resources from the toolbar. It can be set to be always visible at the top of the Student screen or to auto-hide.

All features included on the Toolbar can be customised by the Tutor.

To select the features to be made available on the Toolbar choose {View}{Current Settings – Student Toolbar} from the Control window drop down menu.



Enable the Toolbar and decide whether to make it always visible. Alternatively, if the Toolbar is minimised the Student can mouse over the top of their screen to make it appear. If the Tutor changes a setting that affects a toolbar option, a message will appear. For example, enabling Internet restrictions.

Note: You can quickly show/hide the Student toolbar by selecting {View}{Student Toolbar - Show/Hide} from the Control window drop down menu or by clicking the Toolbar icon on the Control window toolbar.

The following Toolbar options can be turned on or off as required:

| | |
|--|---|
| Shows the Image associated with this Student | Displays the Student Icon image. |
| Shows the Students logged on name or the name entered on the Student Register. | Shows the Students logged on name or the name entered on the Student Register. |
| Class and Teacher information | Displays details of the current class, Tutor name, subject and room. |
| Show amount of time left in the Lesson | If a timed lesson is in progress, indicates the time remaining. |
| Indicate when typing is being monitor | Advises the Student when keyboard monitoring is active. |
| Show Instant Messenger metering state | Indicates the current status of Messenger Monitoring. |
| Shows the current Printer status. Blocked, Paused etc. | Shows the current Printer status. Blocked, Paused etc. |
| Show Application monitoring status and give access to approved Applications | Indicates to Students the current status of Application Monitoring, Restricted or Unrestricted access. If Restrictions apply, the list of approved applications will be displayed when Students click the Toolbar icon. |
| Show Internet monitoring status and give access to approved Web sites | Indicates to Students the current status of Internet Monitoring, Restricted or Unrestricted access. If Restrictions apply, the list of approved websites will be displayed when Students click the Toolbar icon. |

| | |
|--|--|
| Allow the Student to Initiate a Chat | Enables the Student to initiate a Chat session. |
| Allow the Student to send a request for help | Enables the Student to send a Help Request to the Tutor. |
| Show Clock | Displays a clock |
| Show Rewards | Shows any rewards that have been given to the Student. |
| Show Objectives | If Lesson Objectives have been set they will be displayed. |
| Allows Students to access their USB memory stick from the Toolbar. | Allows Students to access their USB memory stick from the Toolbar. |
| Allow Students to access their Journal. | Allows Students to view and add notes to their Journal from the Student Toolbar. |
| Allow Students to access resources (applications, web sites, documents or folders) that you define | Allows Student to access any resources you have defined from the toolbar. |
| Show list of files sent to work on. | Displays the files that have been sent via the Send/Collect work feature. The Student can work through these and indicate when they have been completed. |

Note: A Tutor Toolbar is also available, this provides access to key NetSupport School CCE features when the Tutor program is minimised.

Student Rewards

NetSupport School CCE provides the Tutor with the ability to 'Reward' Students for good behaviour. During a lesson a Tutor can give individual Students a Reward, in the form of a Star, which is reflected on the main toolbar. The number of Rewards a Student has can be viewed by mousing over the Student icon in Normal view.

Note: The Student Toolbar must be switched on to use this feature.

Giving Rewards to Students

1. Select the required Student in the List view.
2. Choose {Student}{Rewards - Give a Reward} from the Control window drop down menu.
Or,
Right Click on an individual Student and choose Reward - Give a Reward.
3. A star will appear on the Student Toolbar.

Removing Rewards

1. Select the required Student in the List view.
2. Choose {Student}{Rewards - Remove a Reward} from the Control window drop down menu.
Or,
Right Click on an individual Student and choose Reward - Remove a Reward.
3. A star will be removed from the Student Toolbar.

Note: All Rewards can be removed from a Student by selecting {Student}[Rewards – Remove all Rewards} from the Control window drop down menu.

CONFIGURING THE STUDENT WORKSTATION

NetSupport School CCE Clients are configured using the NetSupport School CCE Configurator from the NetSupport School CCE Program Group.

The Client Configurator has seven options: -

Network Settings

Set the Network transport that the Client will use for communicating with the Control program. It must be the same as that set at the Control.

Room

Specify where to connect the Client when using Room mode.

Security

Set passwords to protect the configuration and prevent unauthorised access to the Client workstation.

User Interface

Customise the interface between the Client and Control.

Advanced

Set a personalised Student name and the behaviour of certain remote control features.

Student Journal

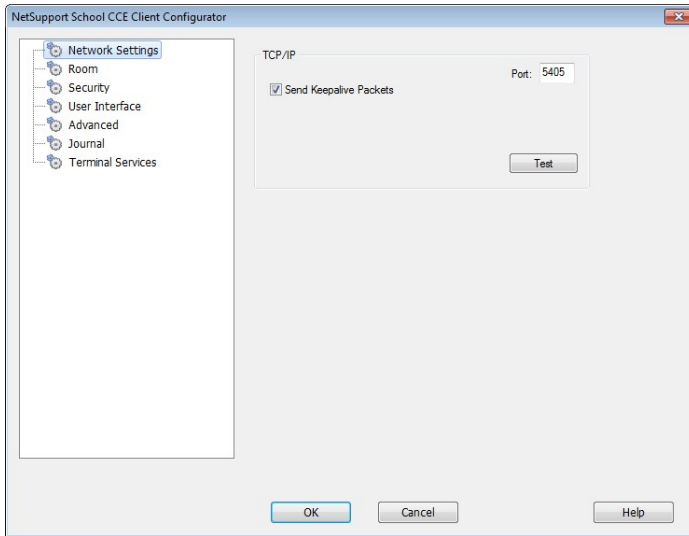
Customise the settings for the Student Journal.

Terminal Services

Allows you to configure the Terminal Services settings for the Student.

Network Settings

Allows you to set up the Network transport for a Client. It must be the same as that set at the Control.



TCP/IP

Port

The TCP/IP protocol requires that a port number be allocated for applications to communicate through. The default-registered port for NetSupport is 5405.

Send Keep Alive Packets

Some TCP stacks send Keep Alive Packets. In some circumstances, it may be desirable to disable this. For example on an ISDN line where a TCP/IP client is loaded a symptom may occur where the ISDN line is brought up unintentionally.

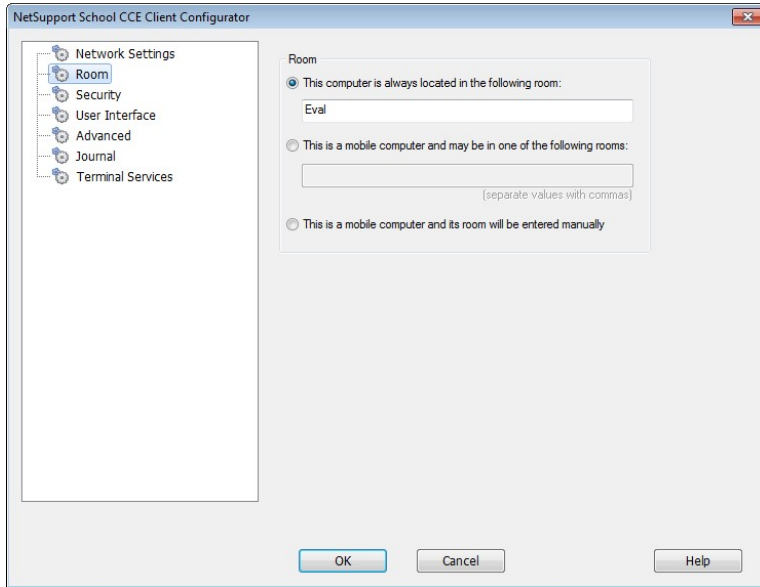
Notes:

- If you are using Routers, you must ensure that they are configured to pass through data using this port.
 - Changing port could interfere with other TCP/IP applications.
-

Press [TEST] to check that the protocol is correctly installed on this workstation.

Room Settings

Allows you to specify the room settings for Students when connecting via Room mode.



This Computer is always located in the following room:

If the computer is always located in the same room, select this option and enter the required room.

This is a mobile computer and may be in one of the following rooms:

Select this option if the computer could be located in different rooms, enter the required rooms and separate each value with a comma.

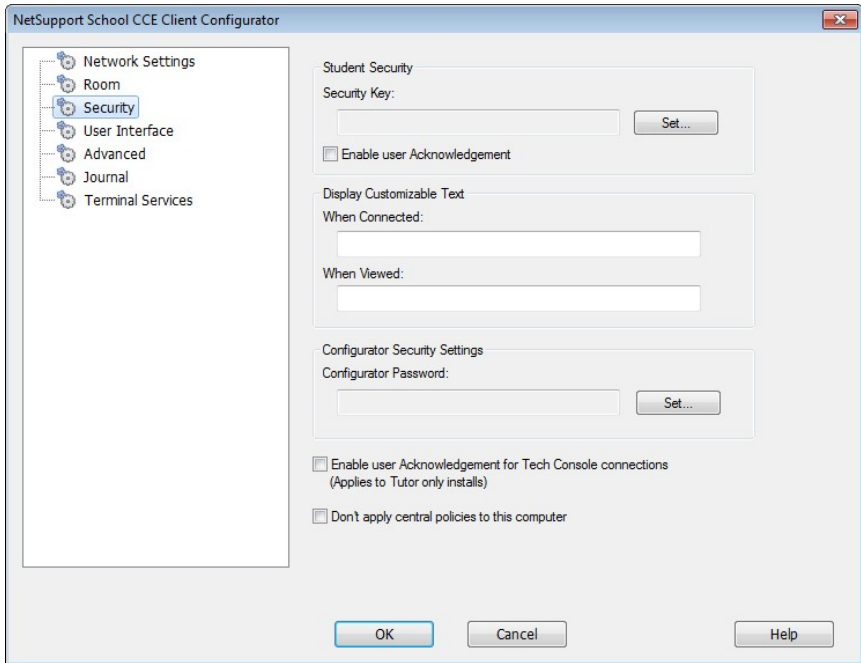
This is a mobile computer and its room will be entered manually

Select this option if the computer is a mobile computer, the Student will then have an option from the Student icon in the taskbar to manually enter the room.

Note: If the Student icon is hidden in the taskbar the Student can still manually enter the room by running the setroom.exe. This file is located in the NetSupport Program folder on the Student machine.

Security Settings

This property sheet is used to set security at the Client.



Student Security

Security Key

This sets a security key that must be the same as that set at the Control, before the Control will be allowed to connect. This setting is optional. If there is no security key set here any Control may connect, regardless of the security key set at the Control.

Enable User Acknowledgement

If enabled, a Remote Control session cannot take place until the Client has confirmed that they accept the link being made.

Display Customisable Text

When Connected

The message entered here is displayed at the Client machine when a Control connects to it.

When Viewed

The message entered here is displayed at the Client machine when it is being Viewed by the Control.

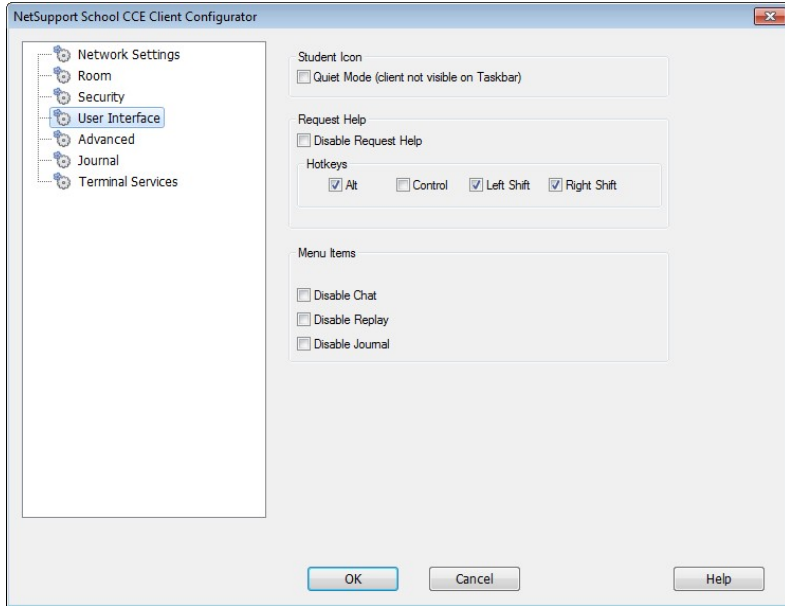
Configurator Security Settings

Configurator Password

As an extra level of security, you can associate a password with a Configuration File. This prevents unauthorised amendment of this Client's configuration. When the Configurator is next started, the user must enter the required password before being able to change any Client parameters in this Configuration file. Choose Set, to set your password.

User Interface Settings

This property sheet is used for customising the interface between the Client and Control.



Student Icon

Quiet Mode

If this box is checked there will be no indication at the Client workstation, that the Client program is loaded. This is useful for preventing Students from manually unloading or otherwise misusing the Client program.

Request Help

Disable Request help

Prevents the Client User from being able to use the request Help Function.

Hotkeys

These are the keys that the User at the Client will need to press to obtain access to the Request help Function. The default is ALT+LeftSHIFT+RightSHIFT. Note that some keyboards do not recognise a three key combination so if you experience problems try changing to a two key combination.

Menu Items

Disable Chat

Prevents the Client from being able to use the Chat Function.

Disable Replay

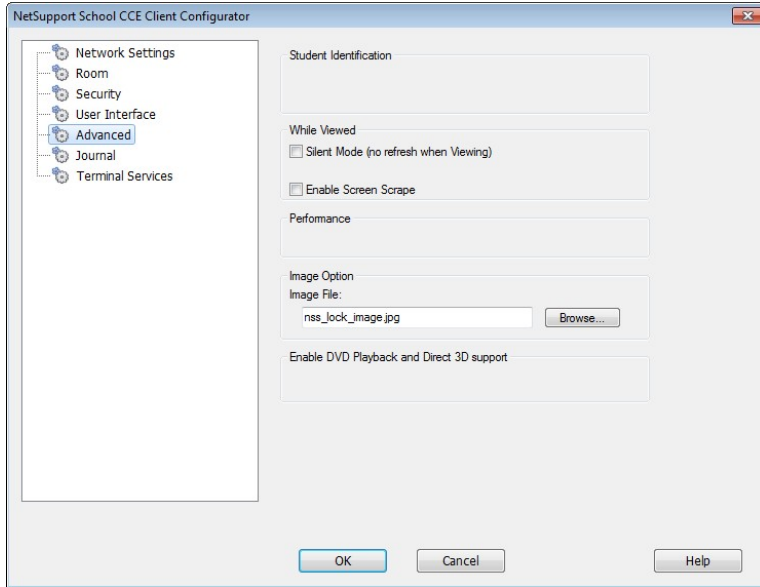
Prevents the Client from being able to open Replay Files.

Disable Journal

Disables the Journal options in the NetSupport Client icon on the taskbar. Students will still be able to access the Journal from the Student toolbar.

Advanced Settings

This property sheet enables further personalisation of the Client's configuration.



While Viewed

Silent Mode

Allows the Control to connect and View a Client without the Clients knowledge. If Silent Mode is not selected the Clients screen and mouse icon will flicker notifying the Client that a connection has been made and their screen is being Viewed.

Screen Scrape

NetSupport's favoured, and the most efficient, method for capturing screen data is to hook into the Video Driver of the workstation being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances you can enable 'screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network it will at least provide an accurate representation of the Client's screen.

Image Option

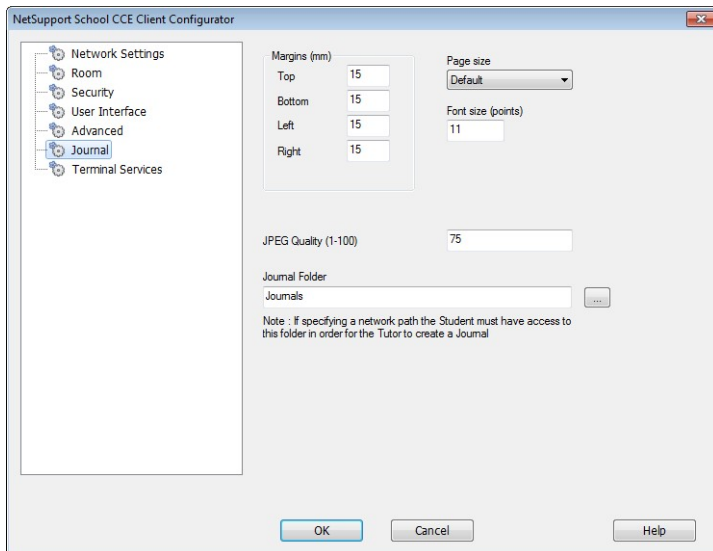
Image File

When a Client's keyboard and mouse have been locked, a default image, **nss_lock_image.jpg**, appears on their screen. Alternatively you may prefer to specify an image personal to your organisation.

Note: If you do not want to display an image, you can disable the option by choosing {View}{Current Settings - User Interface - Student} from the Control window drop down menu and unchecking **Display image when locking mouse and keyboard**.

Student Journal Settings

A Student Journal is provided allowing key information from the lesson to be stored in a portable PDF file. You can use these options to customise the settings for the Student Journal.



Margins (mm)

If required, you can adjust the top, bottom, left and right margins for the Journal.

Page Size

Select the required page size for the Student Journal.

Font Size (points)

Set the font size to be used in the Journal.

Jpeg Quality (0-100)

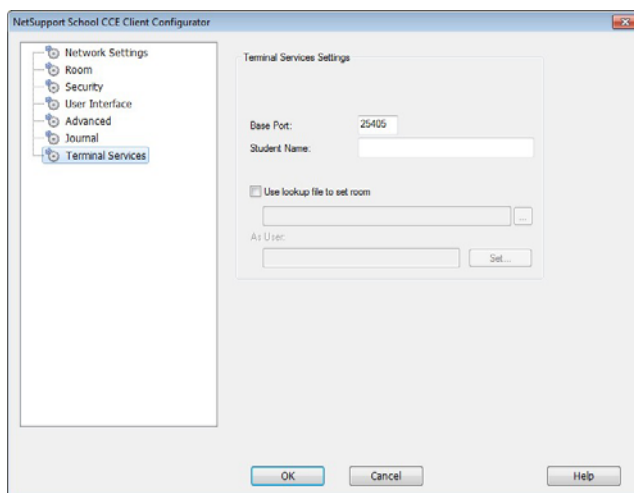
Allows you to set the quality of images in the Journal, this is set to 100 by default.

Journal Folder

Specify where you want the Student Journal to be stored.

Terminal Services Settings

You can configure the settings for the Student Terminal Server here.



Terminal Services Settings

Base Port

Enter the required base Port number, the default value is 25405.

Student Name

Enter the required name for the Student, if left blank a unique ID will be displayed (defaults to %CLIENTNAME%). When entering a Student name you must include at least one environment variable e.g. %computername%.

Use lookup file to set room

Checking this option allows you to allocate Students to different rooms when connecting via Room mode, a 'lookup file' containing the Student name and required room must be used. The 'lookup file' should be saved with a .csv extension and should be in the format "Student Identifier", "Room value".

Note: For further information regarding Terminal Server support, please visit www.netsupportsoftware.com/support and refer to the Technical Document Setting Up NetSupport School CCE to run in a Microsoft Terminal Server Environment (TD128).

CONFIGURING THE TUTOR WORKSTATION

To configure the NetSupport School CCE Control, choose {School} {Configuration} from the Control window drop down menu.

The Control Configurator has the following options: -

Start Options

Allows you to specify the start-up options for the Tutor and also set the level of access for the various modes.

Network Settings

This is used for setting the Network transport that the Control will use for communicating with the Client program. It must be the same as that set at the Client. You can also set the name and description for the Tutor.

Performance

Allows you to set low bandwidth and colour reduction settings to lower data sent across the networking when performing a View or Show.

Student Selection

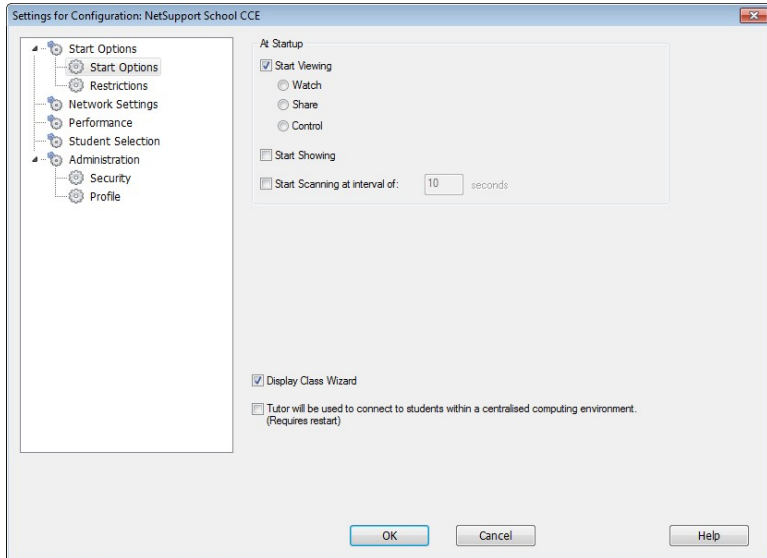
This is used to specify the mode to connect to Students when the Tutor program starts.

Administration

Enables you to set an additional password if the Configuration options are to be protected and to create pre-defined Tutor profiles.

Start Options

Use these options to specify the start-up options for the Tutor.



At Start-up

Start Viewing

If this box is checked, when the Control initialises it will connect to all Clients and immediately start Viewing them.

Start Showing

If this box is checked, when the Control initialises it will connect to all Clients and immediately start Showing the Controls screen to them.

Start Scanning

If this box is checked, when the Control initialises it will connect to all Clients and immediately start Scanning them.

Display Class Wizard

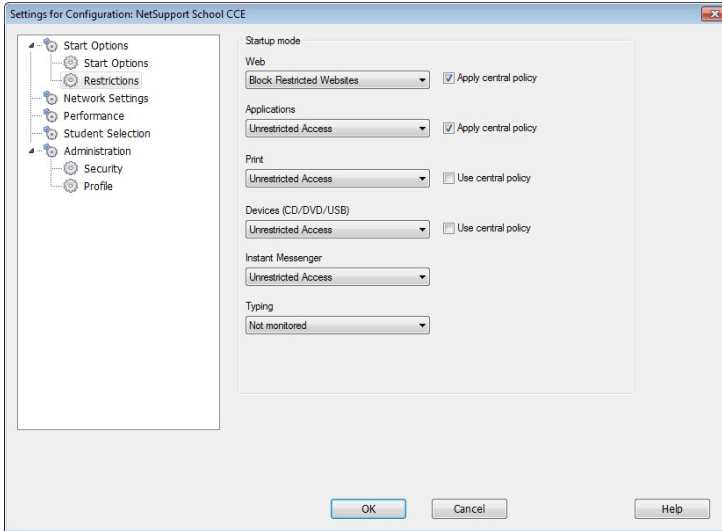
If this box is checked the Class Wizard will appear at start-up.

Tutor will be used to connect Students within a Centralised Computing Environment (requires restart)

Allows NetSupport to connect to Students within a Centralised Computing environment a restart will be required.

Tutor Start-up Restrictions

Access levels and restrictions for NetSupport School CCE features can now be defined at start-up, ensuring they come into force as soon as the Tutor is started.



Web

Set the level of access for the Web Control module.

Applications

Set the level of access for the Application Control module.

Print

Choose the level of access for the Printer Management mode.

Instant Messenger

Set the level of access for the Messenger Monitoring mode.

Devices (CD/DVD/USB)

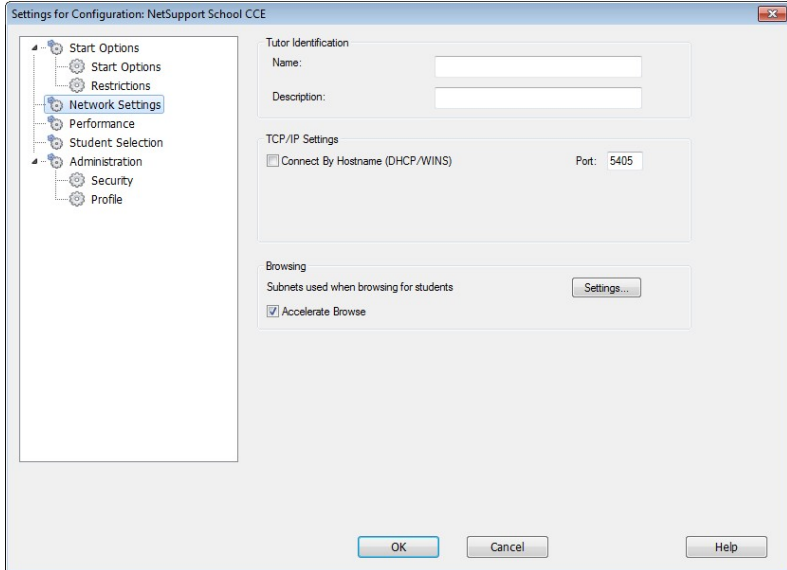
Choose the level of access for the Device Control mode.

Typing

Choose whether or not to monitor Students keyboard usage in Keyboard Monitoring mode.

Network Settings

This is primarily used for setting the Network transport that the Control will use for communicating with the Clients. It must be the same as that set at the Clients. You can also set the name and description for the Tutor.



Tutor Identification

Use these options to personalise the Tutor machines configuration.

Name

This is the name by which the Tutor will be known on the network. Setting it to an asterisk defaults to the machine or Computer Name.

Description

This is used to provide a description for the Tutor program itself. This is displayed in the Title bar of the Client program.

TCP/IP Settings

Connect by Hostname (DHCP/WINS Networks)

Normally the Control connects to a Client by IP Address, rather than by name. In an environment that uses DHCP (Dynamic Host Configuration Protocol), this may be undesirable as the address may change when the Client workstation is restarted. Checking this option forces the Control to connect by hostname.

Port

The TCP/IP protocol requires that a port number be allocated for applications to communicate through. The default registered port for NetSupport is 5405.

Note: If you are using Routers, you must ensure that they are configured to pass through data using this port.

Browsing

Subnets used when browsing for students

When you are running on a network with multiple subnets or addresses, you need to configure the Broadcast Addresses for each effective network. When a Browse is performed, the broadcast messages are sent to these addresses.

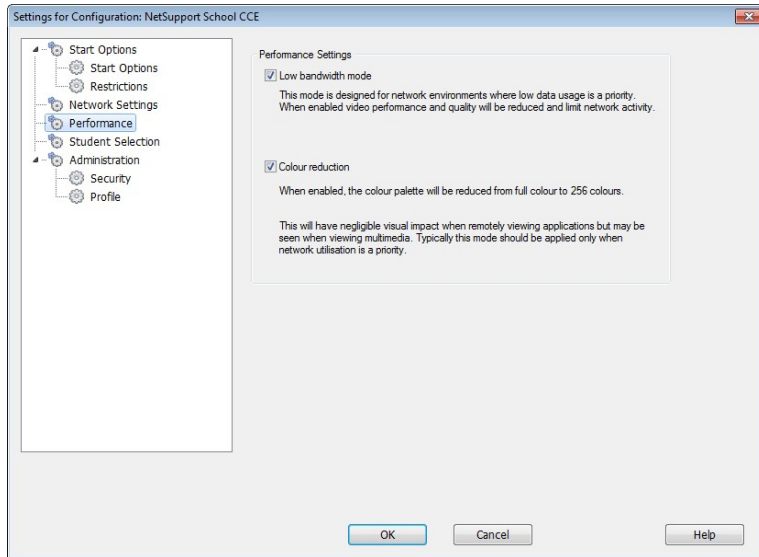
Accelerate Browse

Increases the browse and connection speed to Clients, this is set by default.

Note: A warning icon will highlight machines you have been unable to connect to. Mouse over the icon to display the reason why the connection failed.

Performance Settings

Allows you to set low bandwidth and colour reduction settings to lower data sent across the network.



Low bandwidth mode

This mode is designed for network environments where low data usage is a priority. When enabled, video performance and quality will be reduced and limit network activity.

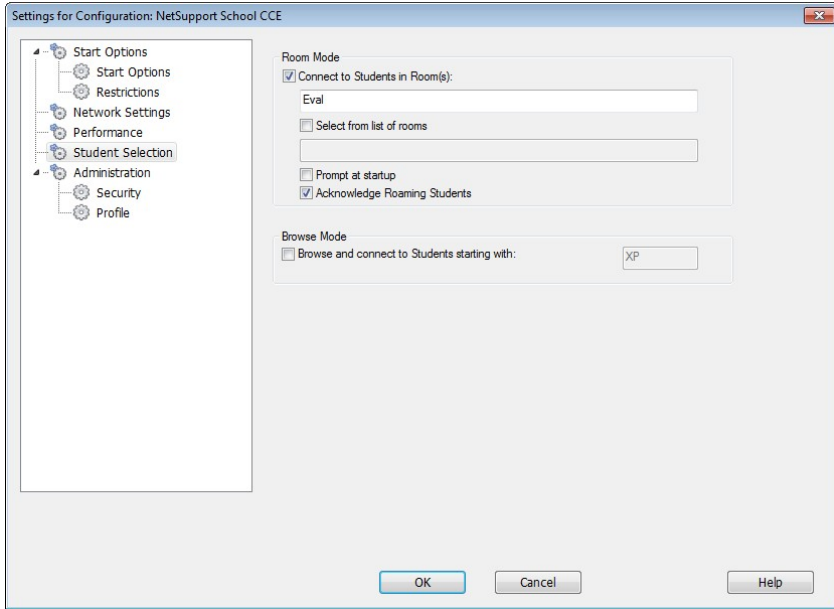
Colour reduction

When enabled, the colour palette will be reduced from full colour to 256 colours.

This will have negligible visual impact when remotely viewing applications but may be seen when viewing multimedia. Typically this mode should be applied only when network utilisation is a priority.

Student Selection

Use these options to pre-determine the Students to connect to when the Tutor program starts and in what mode.



Room Mode

Connect to Students in Room(s)

Allows you to connect to the machines in a given room. Specify the room you wish to connect to.

Select from a list of rooms

Allows you to choose from a list of rooms to connect to at start-up. Enter the required rooms and separate each value with a comma.

Prompt at start-up

You will be prompted to specify a room when the Tutor program starts.

Acknowledge Roaming Students

Allows roaming Students to connect to your room.

Note: The Room settings can be configured at the Student in the NetSupport School CCE Client Configurator.

Browse Mode

Browse and connect to Students starting with

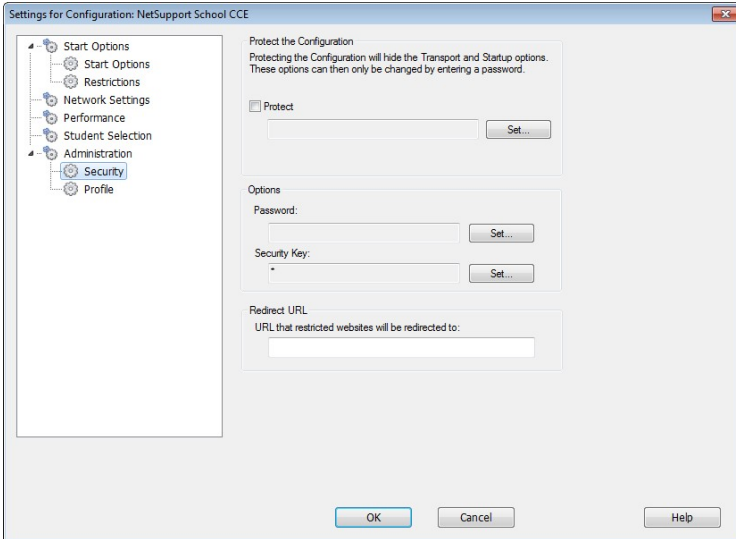
If this box is checked NetSupport will browse and immediately connect to all Clients starting with the prefix set in the text box.

Note: If the expected Clients are not found it may be because NetSupport has not been configured to browse the required Networks. See *Configuring NetSupport School CCE For Subnet Browsing* for more information.

Administration - Security Settings

Protect the Configuration

The Control Configuration can be protected by setting a password. This acts independently of the Control Password if set.



Check the **Protect** box to set the password.

Each time a Control User subsequently wants to make changes to the Configuration, they will be prompted to enter the password.

Options

Password

Setting a password will mean that the next time the Control program is started the user will be prompted to enter a password. If they do not enter the correct password they will not be able to start the Control.

Security Key

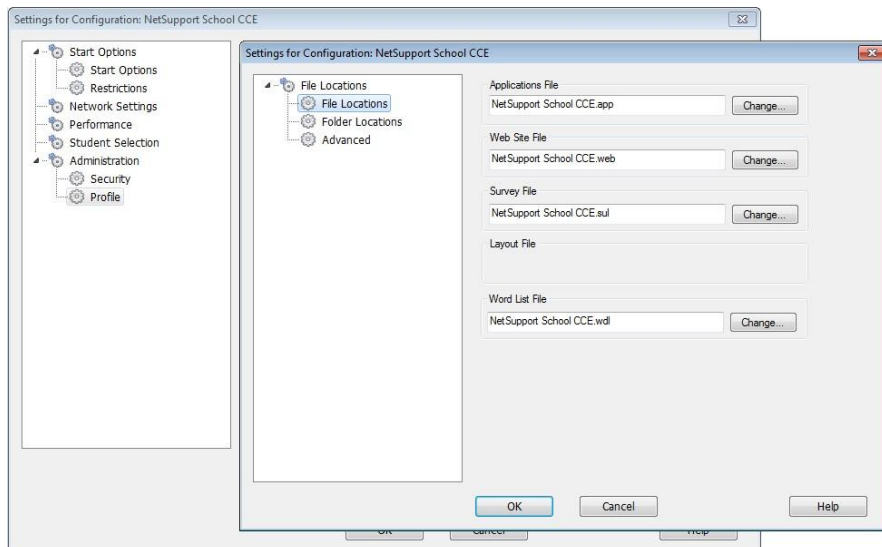
You can set a security key that will ensure that only Controls and Clients with matching keys are able to connect. Setting an asterisk * defaults the security key to be the same as the serial number. Note that this must be set at both the Control and the Client. If a security key is set here, this Control will only connect to Clients with the same, or no, security key.

Redirect URL

Allows you to specify the URL that Students will be redirected to if they try to access restricted web sites.

Administration - Profiles

This property sheet enables you to Add, Edit or Delete Tutor Profiles.



After creating, for example, an approved or restricted list of websites and applications, you can add the files containing this information to a Tutor Profile. On entering the Tutor program, the user simply selects the required profile to load the pre-defined settings. See the Tutor Profiles section of this manual for more information.

- Click **Add** to create a new Tutor Profile.
- To remove a Profile, select the Profile name and click **Delete**.
- To choose the files to include in a new or existing Profile, select the Profile name and click **Edit**.

The following areas of the product can be profiled. Click Change and browse for the appropriate files to include in the Tutor Profile.

File Locations

Applications File

Contains details of approved and restricted application packages. Default file name, NetSupport School CCE.app. See Application Control Module for more information about creating pre-defined lists of approved or restricted Applications.

Web Site File

Contains details of approved and restricted web sites. Default file name, NetSupport School CCE.web. See Web Control Module for more information about creating pre-defined lists of approved or restricted websites.

Survey File

Identifies the location of stored Student Surveys. Default file name, NetSupport School CCE.sul. See Student Surveys for more information.

Word List File

Contains details of Target and Inappropriate keywords. Default file name, NetSupport School CCE.wdl. See Keyboard Monitoring for further information.

Folder

Testing Console Report Folder

Specify a location for storing test results. If left blank the reports will default to \NetSupport School CCE\tests\reports.

Testing Console Exam Folder

Specify a location for storing Exams.

Journal Folder

Specify the location for storing Student Journals.

Advanced

Pre-defined Client Lists can also be included in a Tutor Profile but these aren't enabled by default. Before deciding to apply these to a Profile consider the current method of browsing for Students on start-up as you may not want to override this.

Use shared data files

Checking this option allows you to share data with other users.

CONFIGURING REMOTE CONTROL SETTINGS

NetSupport provides a range of customisable options enabling you to tailor each Remote Control session to suit specific requirements and conditions.

The Tutor has the option of applying settings globally or, in some instances, at individual Student level.

To adjust global Configuration settings

1. From the Control window drop down menu, choose {View}{Current Settings}.
2. The Settings dialog will appear, select the relevant option;

Remote Control
View
Keyboard/Mouse
Replay Files
File Transfer
User Interface
Tutor
Student
Tutor Assistant
Student Toolbar
Journal
Show

3. Configure the options to be enabled or disabled.
4. Click **OK** when complete. The selected settings will apply to all Clients and will automatically be saved for future Control sessions.

Configuration settings for individual Clients

The Remote Control settings, View, Keyboard/Mouse and Replay Files, can be customised for individual Clients. For example, on one Client you may want to use compression because it is on a slow link, but on another you may want to turn compression off.

To adjust settings for individual Clients

1. View the required Client.
2. Choose {View}{Settings for Client} from the View window drop down menu.
3. The Settings dialog will appear, select the relevant option, **View**, **Keyboard/Mouse** or **Replay Files**.

4. Configure the options to be enabled or disabled during the View session.

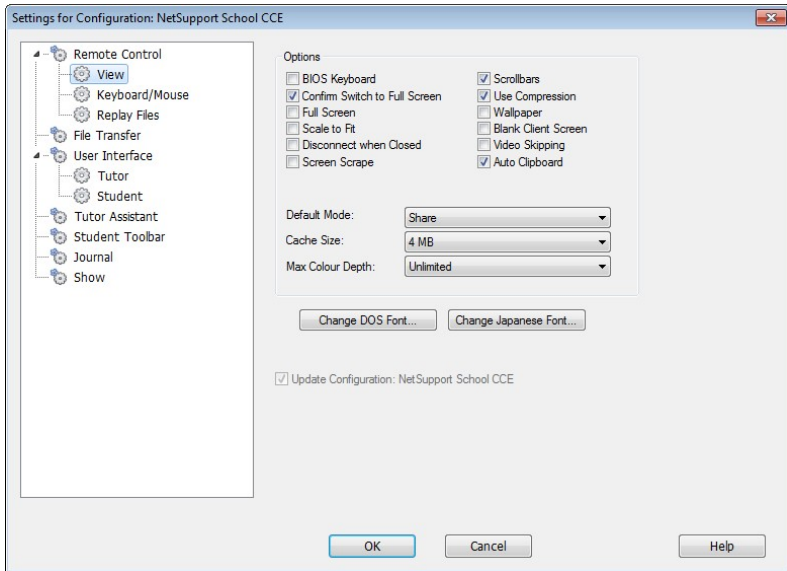
Note: If you want to change the settings permanently check the **Update Configuration NetSupport School CCE** option.

Tutor View Settings

This property sheet provides configuration options for the Viewing of Client workstations.

The View Settings can be configured in two ways:

1. To apply the settings for all Client View sessions, choose {View}{Current Settings-View} from the Control window drop down menu.
2. To apply the settings for an individual Client View session, View the Client and choose {View}{Settings for Client-View} from the View window drop down menu.



A brief description of the available options follows:

BIOS Keyboard

Checking this option causes the Control to emulate keystrokes on the Client, at the BIOS level rather than the Hardware level. Use this if an application at the Client does not appear to be correctly accepting keystrokes from the Control. Only use this option if you are experiencing problems with the default low-level Keyboard option.

Confirm Switch to Full Screen

When this box is checked, you will be prompted to confirm switching to full screen mode.

Full Screen

Checking this options will force the Control to view a Client in Full Screen mode rather than in a windowed mode. Not available in NetSupport School CCE Standard.

Scale to Fit

Check this option if you want the contents of the view window to be automatically shrunk to fit the sizeable frame.

Disconnect when closed

Check this option to disconnect from a Client when a View window is closed.

Screen Scrape

NetSupport's favoured, and the most efficient, method for capturing screen data is to hook into the Video Driver of the workstation being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances you can enable 'screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network it will at least provide an accurate representation of the Client's screen.

Scrollbars

You can turn off scrollbars on the view windows by checking this option. This is useful when using Auto-Scroll, as you gain a little extra workspace.

Use Compression

Check this box to enable compression when viewing a Client's screen. The state of this checkbox is also reflected in the General Tab.

Wallpaper

Check this box if you want the Client's wallpaper to be visible when viewing. Normally this is turned off to improve performance, so expect the screen update speed to be impacted by selecting this option.

Blank Client screen

This enables the Control to blank the client screen in any of the View modes.

Video Skipping

A Controls Viewing performance can be configured using Video Skipping. The Control program will not display Client screen updates if a subsequent update to the area of the screen is made. Unticking the box will result in all Client screen updates being displayed at the Control.

Auto Clipboard

When enabled, provides the quickest method for copying data. Use the short cut keys (Ctrl-C & Ctrl-V) to automatically copy to and from the clipboard at both the Tutor and Student machines.

Default Mode

When you view a Client, by default, you start viewing in Share mode. If you prefer to start viewing in a different way, change the style from the list provided.

Cache Size

The NetSupport School CCE Control contains a cache to help improve overall performance. The cache sizes range from 256KB to 16Mb and a separate cache is allocated to each Client connection. If you are running applications on the Client that uses lots of or large bitmaps increase the cache size to improve the performance.

Max Colour Depth

When you connect to a Client, you can restrict the Colour Depth that is sent. This is done to reduce the amount of traffic between Client and Control. Reduce the Colour Depth to 16 colours if you are using applications that do not rely on anything other than the standard 16-colour palette.

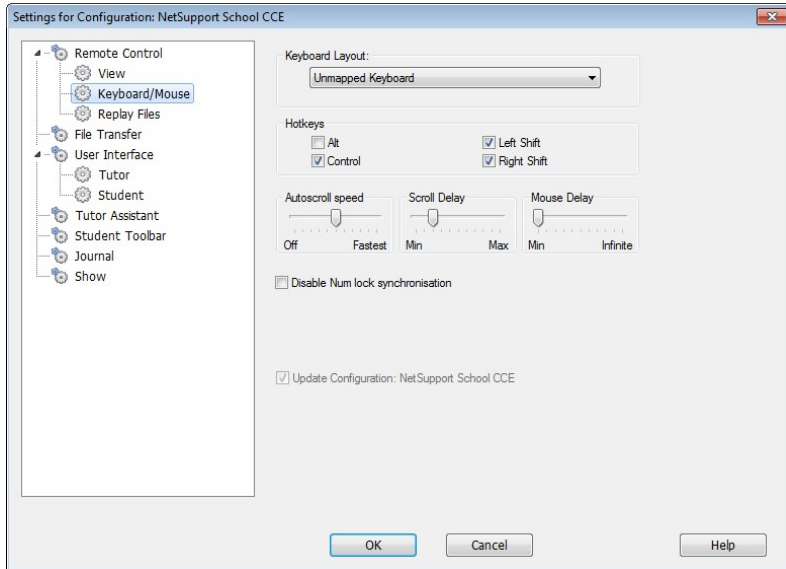
Change DOS Font

Use this dialog to select the font to use when displaying DOS screens. This will be from Windows Clients running Full Screen DOS boxes. Windows uses a graphic character set for displaying DOS Screens. The higher the resolution that you are running Windows in the larger the font size you will need to set to get an accurate representation of a DOS Screen.

Change Japanese Font

Use this dialog to select the font to use when displaying Japanese DOS screens.

Tutor Keyboard/Mouse Settings



Keyboard Layout

Select from the list provided a Keyboard layout to be used at the Control during viewing. These layouts map keys on the Control to keys on the Client machine. If both Client and Control are using the same keyboard layout, you should select Unmapped Keyboard from the list.

Hotkeys

When you are viewing a Client in Full Screen mode, hotkeys provide a way of returning to the possibly hidden user interface. If the screen resolution at the Client is smaller than the resolution of the Control, you can simply click your mouse button outside the view window to stop viewing and display the view window again. Check the boxes in this group to determine the keys that are used as Hotkeys.

AutoScroll Speed

When you are viewing a Client's screen, the Control can automatically scroll the contents when the mouse moves close to the edges of the window. Adjusting the sliding control sets the speed at which the view scrolls, from not at all to very fast.

Scroll Delay

When Auto Scroll is enabled, you can change the delay before the scroll is activated. If you want the view to scroll as soon as the mouse is at an edge of the screen, move the slider towards Min. If you prefer a longer delay before the AutoScroll takes effect, move the slider towards Max.

Mouse Delay

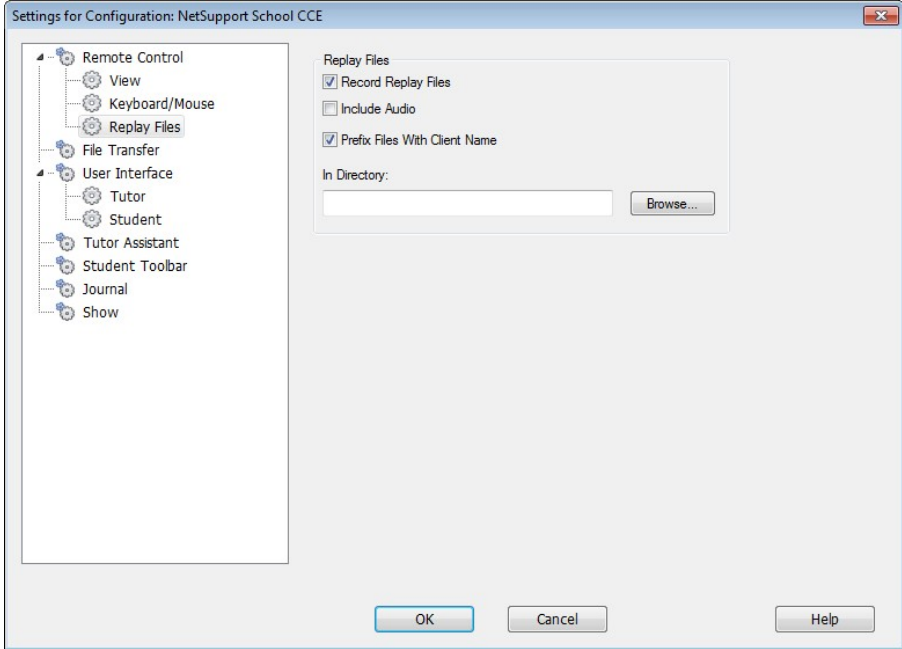
Adjusting the mouse delay allows you to reduce the rate at which mouse updates are sent from the Control to the Client when controlling or sharing. Move the slider control towards Infinite to reduce the rate and conserve bandwidth, or towards Min for the best mouse response. This is useful on dial-up or very slow networks.

Disable Num Lock Synchronisation

Check this option if using a Laptop as the Control machine to ensure that the keyboards behaviour corresponds with that of a standard desktop machine.

Replay File Settings

The Replay Files feature enables the Tutor to record and playback the screen activity that takes place at a Student workstation while it is being remote controlled/viewed.



Record Replay Files

Check this option to enable the recording of Replay Files. A Replay File will be created each time the Tutor opens a view session at any Student machine.

Prefix Files With Client Name

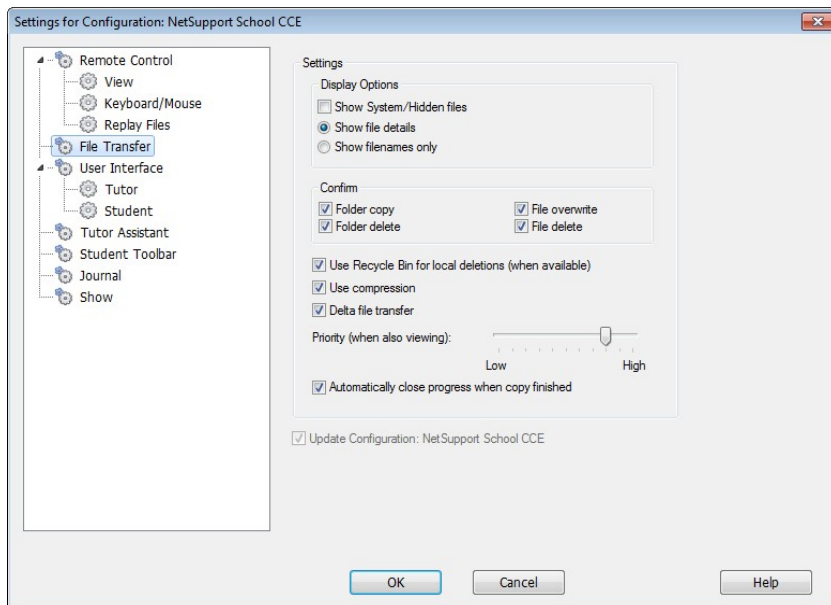
In order to identify each Replay File, filenames are prefixed with the Client Name and the date/time of the recording. Alternatively, by unchecking this box the files will be named sequentially in the format 00000001.rpf etc.

In Folder

Specify where the Replay Files should be stored.

Tutor File Transfer Settings

You can configure the File Transfer settings in NetSupport School CCE. From the Control window drop down menu choose {View}{Current Settings - File Transfer}. Here you can alter the way in which information is displayed, and set safety features such as confirmation before performing a damaging operation.



Display Options

Show System/Hidden files

Check this box to display all files with System and Hidden attributes. By default, this option is unchecked.

Show file details

Select this option to display multiple columns of information for each file in the list. These show the file size, modified date, attributes and short filename. You can toggle between this state and the filenames only state, by using the list style buttons in the File Transfer User Interface.

Show file names only

Select this option to only display filenames in the file lists. This allows you to display more files at the same time than with file details. You can toggle between this state and the Details state, by using the list style buttons in the File Transfer User Interface.

Confirm

When you perform potentially dangerous file operations, such as deleting a folder or file you can make the Control display a Confirmation dialog box. This helps prevent accidental loss of data. If you are familiar with the User Interface, you can turn these options off as required. By default, all the confirmation settings are turned on.

Folder copy

Make the user confirm before copying a folder structure.

Folder delete

Make the user confirm before deleting a folder structure.

File overwrite

If checked, displays a confirmation dialog before overwriting an existing file. However, if unchecked the confirmation message will still appear if system/hidden files are about to be overwritten.

File delete

Display a confirmation dialog before deleting one or more files.

Use Recycle Bin for Local deletions (when available)

All files deleted from the Local pane will be sent to the recycle bin, this is enabled by default.

Use Compression

Check this box to enable the use of compression. When you are communicating with a Client, whether it is a File transfer, View or Chat session, the data being sent and received will be compressed. This also provides a means of security, as the data will also be encrypted.

Delta File Transfer

Delta File Transfer improves performance by skipping the transfer of information that is unchanged. If the file being transferred already exists in the destination folder only the changed parts of the file will be updated.

Delta File Transfer is enabled by default.

Priority (when also viewing)

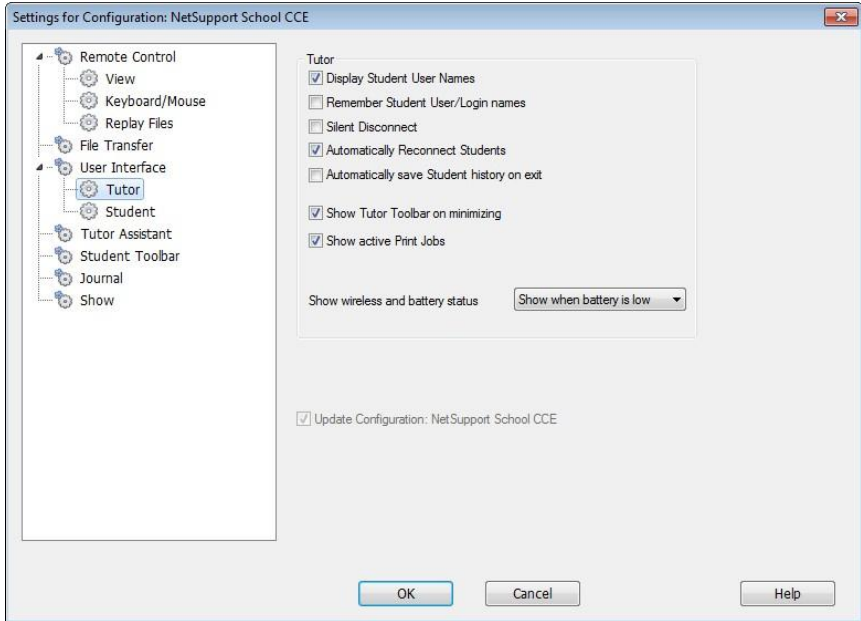
When you are transferring files and viewing a Clients' screen at the same time, each operation impacts the performance of the other. You can reduce the priority of a File Transfer operation to make the viewing more responsive and vice-versa. Slide the control to the left to give the File Transfer higher priority, or to the right to give Client views higher priority. If you are not viewing a Client, this setting is ignored.

Automatically close progress when copy finished

Closes the File transfer progress dialog automatically on completion. Un-tick this option if you want to see the File transfer results.

Tutor User Interface Settings

The behaviour of the following interface options can be adjusted by selecting {View}{Current Settings User Interface -Tutor} from the Control window drop down menu.



Display Student User Names

Check this option to retrieve and display the login name of the Client on the Control window when you perform a Student Register.

Silent Disconnect

Should a Client inadvertently disconnect from the Control during a session a prompt appears at the Tutor machine. Check this option to disable this warning.

Automatically Reconnect to Students

Ensures that Student machines automatically rejoin a live remote control session should they inadvertently disconnect.

Automatically save Student history on exit

Check this option to automatically save Internet, Application, Print, Instant Messenger and Typing history to a CSV file when the Tutor is shut down.

Show Tutor Toolbar on minimizing

When the Tutor program is minimised, the Tutor Toolbar will be displayed, providing access to key NetSupport School CCE features. Uncheck this option to disable this.

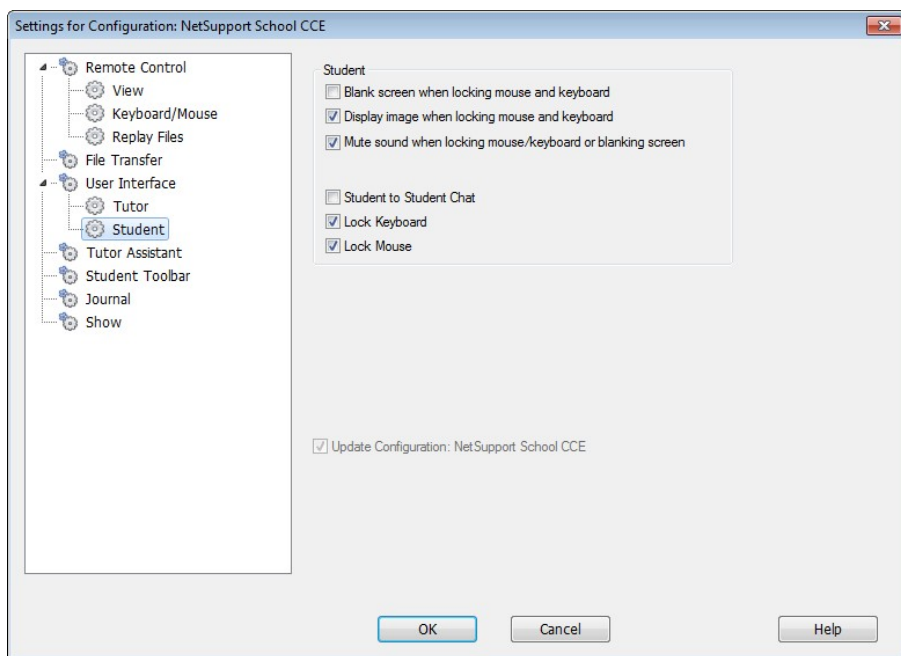
Show active Print Jobs

Displays any active Print jobs in all views.

Show wireless and battery status

You can choose to show both the wireless and battery status and show only the battery level when it drops below 10%.

Student User Interface Settings



Blank screen when locking mouse and keyboard

Blanks the Client screen when their keyboard and mouse are locked. You can also blank a Client screen while Viewing.

Display image when locking mouse and keyboard

Displays a full-screen image on the Client screen when their keyboard and mouse are locked. The default NetSupport School CCE image can be replaced by one of your own choosing by setting the location of the file in the Client Configurator Student Advanced Settings dialog.

Mute sound when locking mouse/keyboard or blanking screen

Sound will be muted at Students when locking the mouse/keyboard or blanking the screen.

Student to Student Chat

Check this option to enable Students to initiate a Group Chat session with other connected Students.

Lock/Unlock

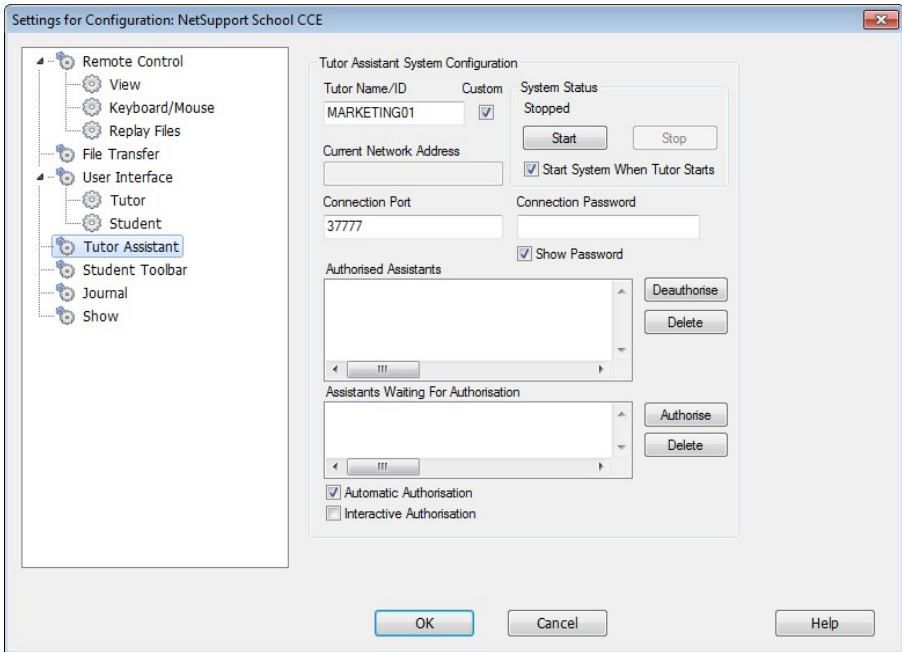
When using the Lock function, the Students mouse and keyboard are locked by default. However, there may be occasions when you still want the Student to be able to use their mouse or keyboard.

Check/uncheck the appropriate box(es) as required.

Note: Both boxes must be checked when the 'Blank screen when locking mouse and keyboard' option is used.

Tutor Assistant Settings

Configure the settings for the NetSupport School CCE Tutor Assistant.



Tutor Name/ID

The name that appears at the Tutor Assistant. Selecting Custom allows you to enter your own name for the Tutor.

System Status

Shows the current system CCE status. You can start and stop the system from here.

Start System when Tutor Starts

The system will automatically start when the Tutor starts.

Current Network Address

The network address for the Tutor.

Connection Port

Enter the port number. The default port is 37777.

Connection Password

Enter the password that Tutor Assistants will use to connect to the Tutor.

Show Password

Displays the connection password.

Authorised Assistants

Lists the Tutor Assistants that have been authorised to connect to the Tutor. You can remove or unauthorise the Assistants from here.

Assistants waiting for Authorisation

Lists the Tutor Assistants waiting for authorisation to connect to the Tutor. Click Authorise to approve the Assistant.

Automatic Authorisation

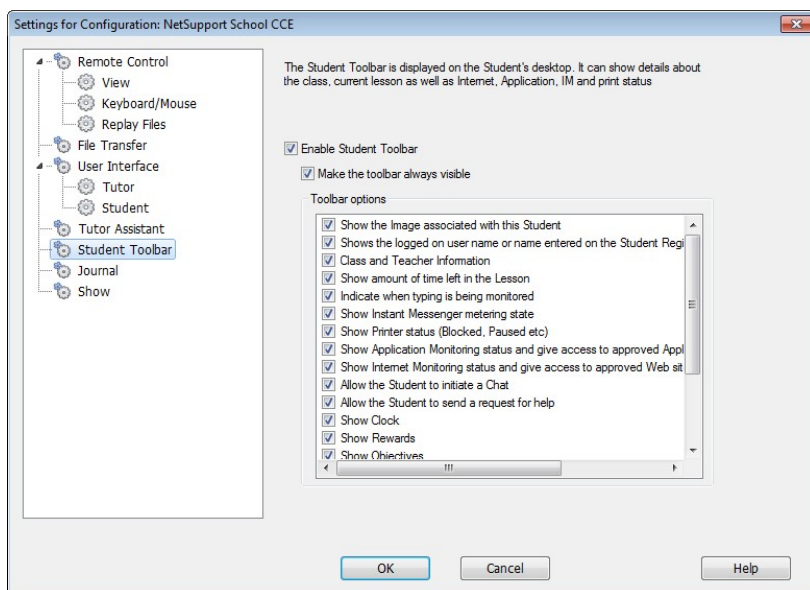
Tutor Assistants will be automatically authorised once they have entered the correct password.

Interactive Authorisation

Tutor Assistants will require manual authorisation to connect to the Tutor.

Student Toolbar Settings

Configure the settings for the Student toolbar.



Enable Student Toolbar

Enables the Student toolbar.

Make the toolbar always visible

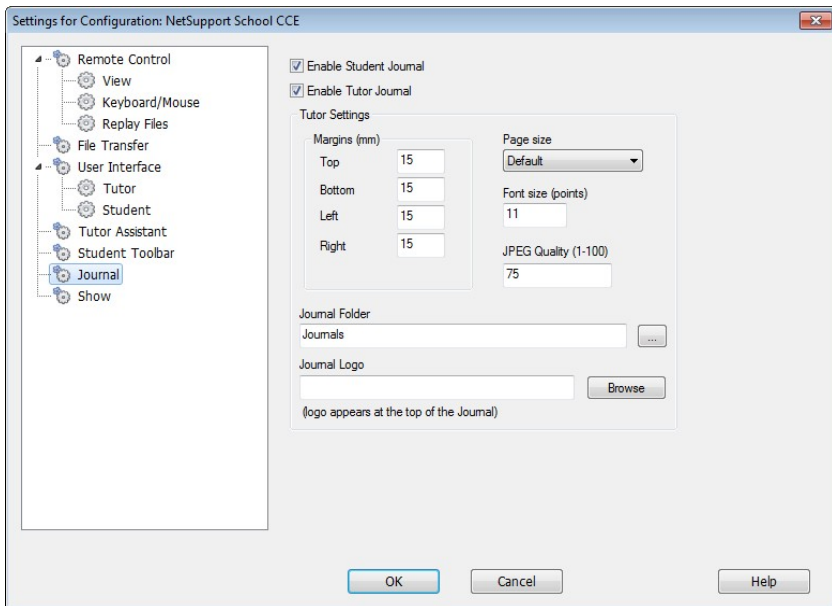
Decide whether to make the toolbar always visible at the top of the Student screen or to auto-hide.

Toolbar options

Select the options that will be displayed on the Student toolbar.

Tutor Journal Settings

A Journal is provided allowing key information from the lesson to be stored in a portable PDF file. You can use these options to customise the settings for the Journal stored at the Tutor. To customise the settings for the Student Journal choose {Start}{Programs}{NetSupport School CCE}{NetSupport School CCE Student Configurator - Journal}. On Windows 8 machines right-click in the Start screen and choose All Apps at the bottom of the screen. Click the NetSupport School CCE Student Configurator icon.



Enable Student Journal

Activates the Journal for the Students.

Enable Tutor Journal

If enabled, a copy of the Journal will be stored for the Tutor to view.

Tutor Settings

Margins (mm)

If required, you can adjust the top, bottom, left and right margins for the Journal.

Page Size

Select the required page size for the Student Journal.

Font Size (points)

Set the font size to be used in the Journal.

Jpeg Quality (0-100)

Allows you to set the quality of images in the Journal, this is set to 100 by default.

Journal Folder

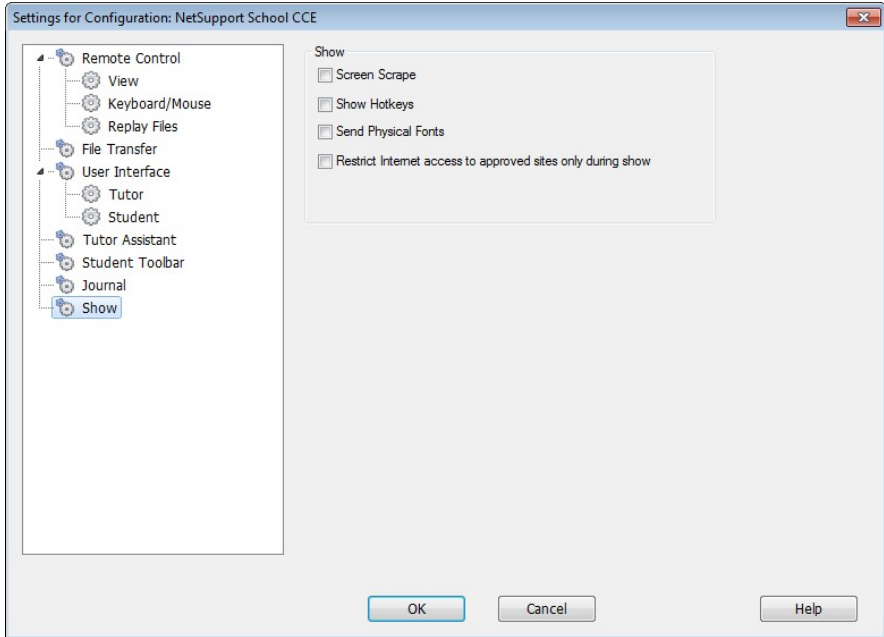
Specify where you want the Student Journal to be stored.

Journal Logo

Allows you to add an image that will appear at the top of the Journal.

Show Settings

The Show feature allows you to display the Tutor screen on all, some or one of the Student's screens. From here you can configure the settings for a Show.



Screen Scrape

NetSupport's favoured, and the most efficient, method for capturing screen data is to hook into the Video Driver of the workstation being viewed. However, there may be occasions when this method will not work because certain applications bypass the driver. In these circumstances you can enable 'screen scrape' mode in order to take a snapshot of the screen. Although this will have a greater impact on the network it will at least provide an accurate representation of the Client's screen.

Show Hotkeys

To ensure that all actions performed by the Control are visible to the Clients during a show you can enable the use of Hotkeys. Any key combinations that the Control uses, e.g. CTRL+V, will be displayed in a balloon at both the Control and Client screens.

Send Physical Fonts

In order to reduce the volume of data being sent when sharing information of this nature, NetSupport passes the font information by reference. The target workstation will refer to it's own internal font mappings to find an appropriate match to the one that has been sent. In most cases the same fonts will be available but if there are instances where this isn't the case you can send the full information. Check this box to enable.

Restrict Internet access to approved sites only during a show

Allows the Tutor to only access websites that are on the Approved Site List, preventing inappropriate websites being displayed to Students during a Show.

TESTING MODULE

NetSupport's Testing Module is a powerful utility that enables Tutor's to design tests and examinations with the minimum of effort. Incorporating an intuitive Test Designer allowing a Tutor to set customised tests including text, picture, audio and video questions, once the specified Students have completed the test in the pre-set time, the results are automatically collated, marked and made available to the Tutor.

The following components are available within the Testing Module:

The Test Designer

Launched from the NetSupport School CCE program group, the Test Designer is used to create questions and tests.

The Testing Console

Run from within the NetSupport School CCE Tutor program, the Testing Console is used to launch the required test at selected Student workstations, monitor progress and collate results.

The Test Player

This component runs the test at the Student workstation, it loads automatically when the Tutor launches a test.

The Test Designer

The NetSupport School CCE Test Designer is the primary interface for:-

- Creating questions.
- Creating tests/examinations.
- Maintaining stored questions and tests.
- Providing user access to the designer.

Note: Selecting participants, running the test at student machines and recording the results of tests is managed within the NetSupport School CCE Tutor program. See **Testing Console** for more information.

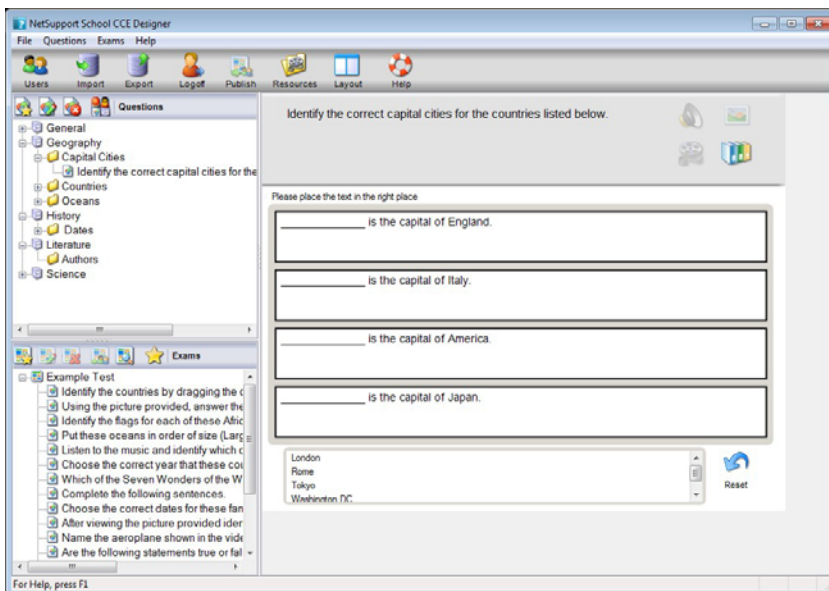
Starting the Test Designer

1. Choose {Start}{Programs}{NetSupport School CCE}{NetSupport School CCE Test Designer}. On Windows 8 machines right-click in the Start screen and choose All Apps at the bottom of the screen. Click the NetSupport School CCE Test Designer icon.
Or,
Select {School}{Test Designer} from the Tutor Console drop down menu.
Or,
If displayed, click the Test Designer icon on the Tutor Console toolbar.
2. The Test Designer logon screen will appear. Enter your User Name and Password.

Note: NetSupport provides a default Administrator logon for use the first time you access the Designer (User Name **admin**, Password **admin**) but you can add additional users.

The Test Designer User Interface

The Designer comprises two modes of operation, *Questions* and *Exams*. You navigate the two interfaces using the drop down menus or the icons displayed above each tree view. Stored Questions grouped by Subject are shown in the top pane and Exams at the bottom. The right-hand pane shows a preview of the currently selected Question or Exam.



The main toolbar provides shortcuts to a number of general tasks such as creating user accounts, importing and exporting data and managing question resources. The *Layout* toolbar icon enables you to customise the Designer Interface should you wish to work in either Question or Exam mode. Select *Normal Layout* to return to the default interface.

Note: An online resource centre is available providing teachers with access to a wide range of curriculum based information that can be used within the Testing Module. The portal is provided and managed by NetSupport but the actual content will be provided by Educators for Educators which will ensure it reflects up to date and relevant curriculum content. Select *{Help}{Online Resources}* from the Designers drop down menu to access the site.

The Questions Interface

You can create questions in a variety of formats and these can be enhanced by the use of imported pictures, videos and sound clips.

The four icons available in Question Mode enable you to:

- Create Questions
- Edit a selected item
- Delete a selected question
- Change the way questions are arranged in the Tree. This can be by Author, Question Type, Subject or Level of Difficulty.

Subjects and *Topics* can be added to the Tree at any time or, if you are not sure which subject groups your questions will belong to, you can add them when creating a question.

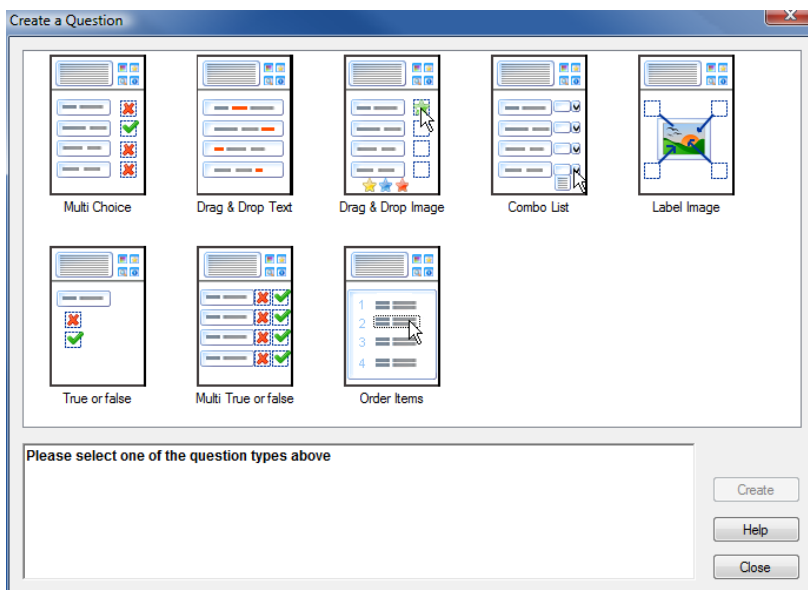
To add Subjects directly to the tree, select {Questions}{New Subject} from the drop down menu or right-click in the Questions window and select *New Subject*.

Multiple Topics can then be added beneath a Subject by right-clicking on the Subject name and selecting *New Topic* or choosing {Questions}{New Topic} from the drop down menu.

Create Questions

A choice of eight question styles are available, each with a Question Wizard which steps you through the required process.

To create a question, choose {Questions}{Create Question} from the drop down menu, click the *Create New Question* icon or right-click on a question and select *Create Question*.



Select the required Question Type and click Create.

Note: Questions can also be created in the Exam Editor at the time you compile a test.

The eight question types are:

Multi Choice

The Student is required to pick the correct answer from up to four possible options.

Drag And Drop Text

Students must try to complete a statement by adding a word or phrase from the alternatives provided.

Drag And Drop Image

Students must match an image with the appropriate statement.

Combo List

Students are presented with up to four questions and need to select the correct answer from a drop down list. You can insert additional 'decoy' answers into the list.

Label Image

You provide students with a picture that has various areas marked. The student needs to label each area correctly.

True or False

The Students are provided with a statement and they must decide whether this is true or false.

Multi True or False

Students are presented with up to four statements and must decide whether they are true or false.

Order Items

The Students are required to place the items in the correct order.

Multi Choice

Students select the correct answer from up to four possibilities.

The first stage, of three, is to set the question followed by the correct answer and up to three false answers. When the question is run at Student machines, the answers are randomly arranged.

Multi Choice Wizard

Question and Answer

Question Who wrote Macbeth?

Answer William Shakespeare

False Answers

Answer 1 Mary Shelley

Answer 2 Walter Scott

Answer 3 Stephen King

Enter your question in the dialog at the top of the screen. You can enter the correct answer and up to three other answers to complete the multiple choice question. When done click next to continue

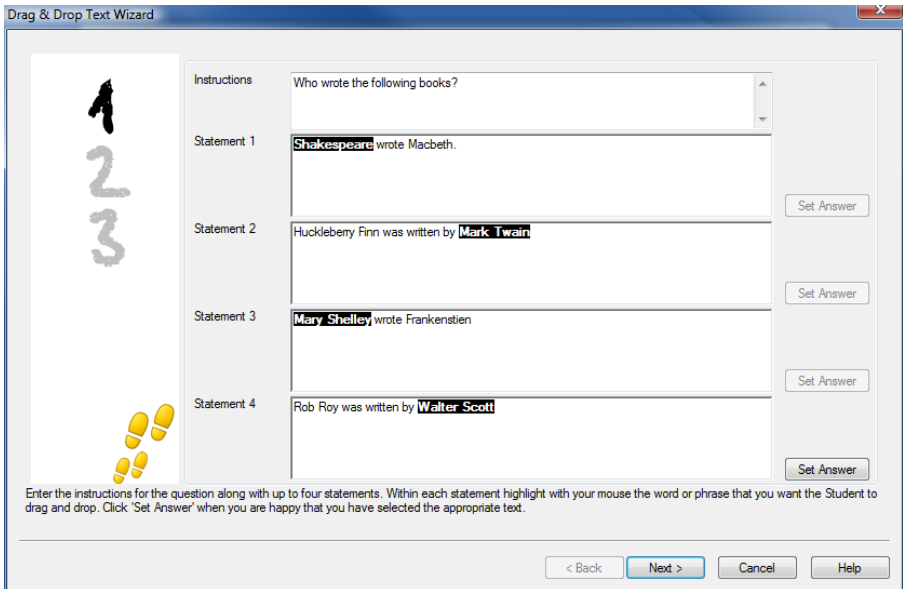
< Back Next > Cancel Help

Once you have completed part one of the wizard, click Next.

Drag and Drop Text

The Student is presented with four partially completed statements. They must complete the statement by dragging and dropping the appropriate word or phrase from a list.

The first stage, of three, is to enter the instructions for the question along with the four statements. Within each statement, highlight with your mouse the word or phrase that you will want the Students to drag and drop, clicking **'Set Answer'** when you are happy that you have selected the appropriate text. When the question is run at Student machines, the four highlighted items are removed from the statements and randomly arranged.



Drag & Drop Text Wizard

1
2
3
4

Instructions: Who wrote the following books?

Statement 1: Shakespeare wrote Macbeth.

Statement 2: Hucklebery Finn was written by Mark Twain

Statement 3: Mary Shelley wrote Frankenstien

Statement 4: Rob Roy was written by Walter Scott

Set Answer

Set Answer

Set Answer

Set Answer

Set Answer

Set Answer

< Back Next > Cancel Help

Enter the instructions for the question along with up to four statements. Within each statement highlight with your mouse the word or phrase that you want the Student to drag and drop. Click 'Set Answer' when you are happy that you have selected the appropriate text.

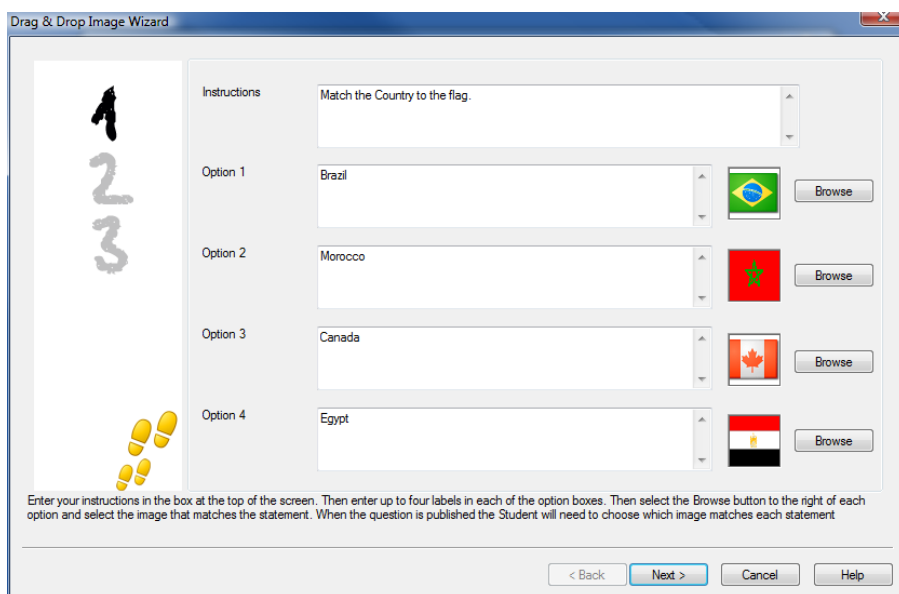
Once you have completed part one of the wizard, click Next.

Drag and Drop Image

The Student is presented with up to four statements or questions, and a selection of images. They must match the image with the correct statement.

The first stage, of three, is to enter the instructions along with up to four statements or phrases. Alongside each statement you add the appropriate image. Click Browse to search for the images. The list of pictures currently stored in the Images database will appear. Either select an existing image or Import a new one. Click Use to apply the image to the question.

When the question is run at Student machines, the pictures are randomly arranged at the bottom of the screen and the Students drag and drop the images next to the appropriate statement.



Once you have completed part one of the wizard, click Next.

Combo List

The Student is presented with up to four statements, alongside each statement is a drop down list containing a choice of possible answers. They must select the correct answer from the list.

The first stage, of three, is to enter the instructions along with up to four statements or phrases. Alongside each statement enter the correct answer text. You can then add two further dummy answers, meaning that when the question is run at Student machines, the Student will be shown all possible answers to choose from.

Combo List Wizard

Instructions
Where would you find these landmarks?

Question Text

| Text | Text | Answer Text |
|--------|-------------|-------------|
| Text 1 | Eye | London |
| Text 2 | Effel Tower | Paris |
| Text 3 | Colosseum | Rome |
| Text 4 | Pathanon | Athens |

Dummy Answers

| Dummy | Text |
|---------|----------|
| Dummy 1 | Berlin |
| Dummy 2 | New York |

Enter up to four different statements, for each statement enter the correct answer in the text box provided. In addition add two incorrect answers in the boxes marked Dummy 1 and 2. The student will be shown all possible answers to choose from

< Back Next > Cancel Help

Once you have completed part one of the wizard, click Next.

Label Image

Students are presented with a picture that has up to four areas marked, each with an adjacent blank text box. At the bottom of their screen will be up to four text labels which they must drag and drop into the correct text box.

The first stage, of five, is to enter the question along with up to four text labels. You then select the image that the Students will need to label. Click Browse to search for the images. The list of pictures currently stored in the Images database will appear. Either select an existing image or Import a new one. Click Use to apply the image to the question.

Label Image Wizard

Instructions

Question: Identify the countries in the map.

Label 1: India

Label 2: Canada

Label 3: Australia

Label 4: Spain

Image to label

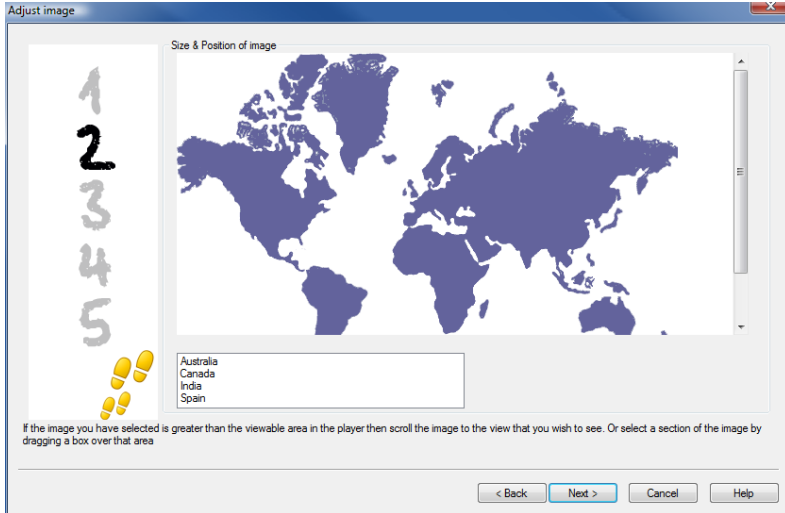
Image File: Map of World [Browse]

Enter the instructions at the top of the page, then specify up to four labels that will need to be correctly located on the image. Select the image by using the Browse button. When done click Next to proceed

< Back Next > Cancel Help

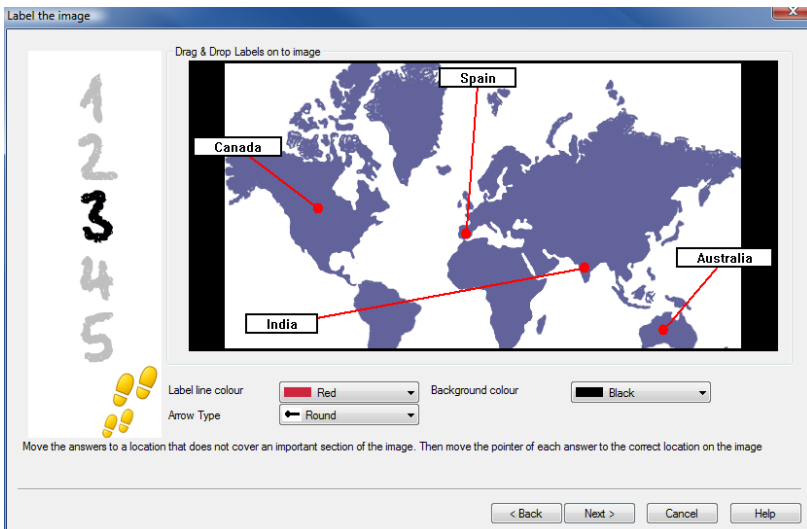
Once you have completed part one of the wizard, click Next.

If the image you have chosen for the Label Image question is too large for the viewable area you can resize it.



Use the scroll-bars to position the image within the viewable area. To select the required section, use your mouse to draw around the area you require. When ready, press Enter or click Next to continue.

Use this preview window to position the answers on the image, select the type of arrow you wish to use and choose an appropriate colour scheme for the 'pointer' lines and background.

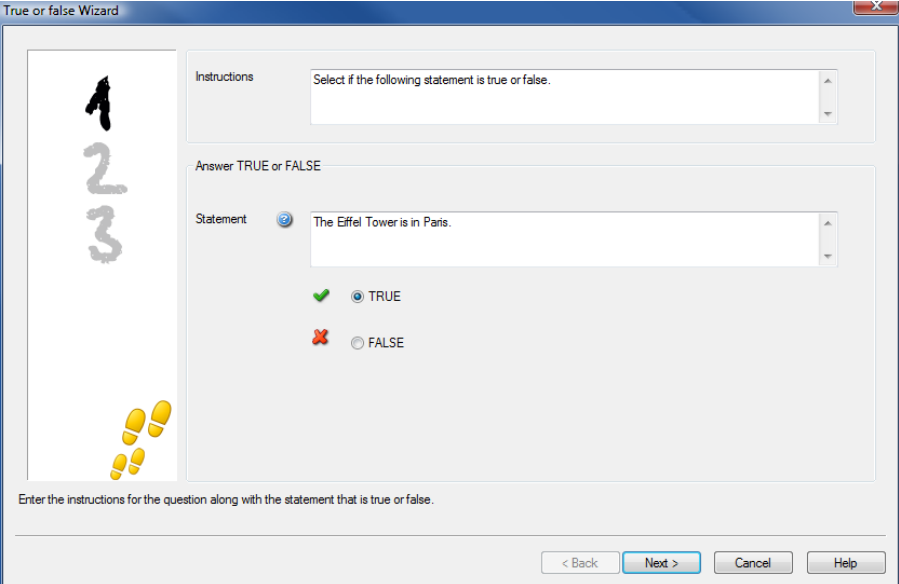


1. Drag the end of each 'pointer' to the correct region of the image.
2. Drag the associated text box to an appropriate area.
3. Select the pointer style you wish to use and choose a colour for the pointers and background.
4. Click Next when ready.

True or False

Students are provided with a statement and they must decide whether it is true or false.

The first stage of three is to provide instructions for the question, then enter the statement you want the students to answer and specify whether the statement is true or false.



True or false Wizard

Instructions

Select if the following statement is true or false.

Answer TRUE or FALSE

Statement

The Eiffel Tower is in Paris.

TRUE

FALSE

Enter the instructions for the question along with the statement that is true or false.

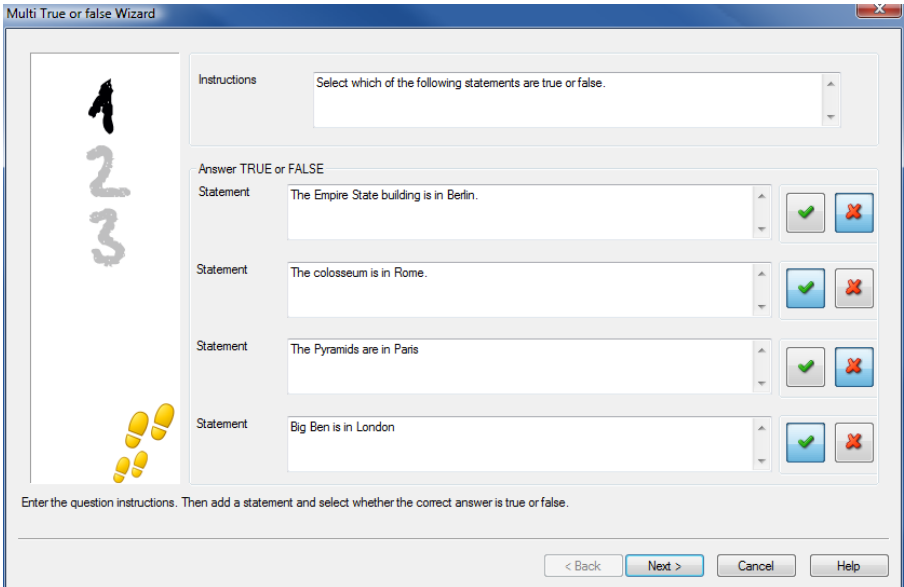
< Back Next > Cancel Help

Once you have completed part one of the wizard, click next.

Multi True or False

Students are provided with up to four statements and they must decide whether they are true or false.

The first stage of three is to enter instructions for the questions along with up to four statements. Alongside each of the statements choose whether they are true or false, by selecting the appropriate button.



Multi True or false Wizard

Instructions: Select which of the following statements are true or false.

Answer TRUE or FALSE

Statement: The Empire State building is in Berlin. (True/False buttons)

Statement: The colosseum is in Rome. (True/False buttons)

Statement: The Pyramids are in Paris (True/False buttons)

Statement: Big Ben is in London (True/False buttons)

Enter the question instructions. Then add a statement and select whether the correct answer is true or false.

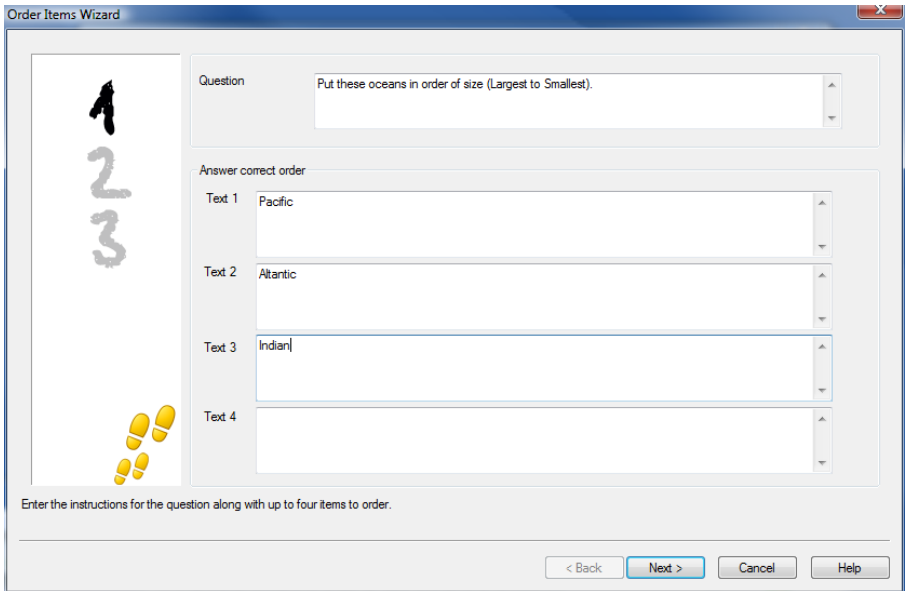
< Back Next > Cancel Help

Once you have completed part one of the wizard, click Next.

Order Items

Students are required to correctly place up to four items in the correct order.

The first stage of three is to set the question, with up to four answers in the correct order. When the question is run at the Student machines, the answers will be randomly arranged and the Students will drag and drop each item to the correct place.



Once you have completed part one of the wizard, click Next.

Adding Additional Resources to Questions

The Resources Database

Imagery in the form of pictures, videos and sound clips are often an integral part of any question you create. Question types such as Label Image and Drag and Drop Image are graphical by nature but any question type can have an additional supporting resource included. The Designer provides an 'Observation' mode which, if enabled, forces Students to view or listen to a resource before they can answer the question.

Before you can attach a resource to a question it must first be added to the programs internal Resources database. By default this is stored in \\program files\NetSupport\NetSupport School CCE\resources but the location can be modified by selecting {File}{Options} from the drop down menu.

To populate the database, click the *Resources* icon on the Designers main toolbar or select {File}{Resources} from the drop down menu. The Resource List will appear. A range of toolbar options are available, enabling you to import and manage items. Prior to importing a new resource click the *Filter* icon and select the relevant category, Audio, Image or Video. This ensures that each resource type is stored in the appropriate folder within the database.

Click the *Import a Resource* icon and browse for the required file. Alternatively, you can simply drag and drop the file directly into the list from its location using Windows explorer.

At the stage where you add your resources to a question, if the required file isn't already in the database you can import it at that time.

Adding Resources To A Question

Each Question Wizard will prompt you to add Resources at the appropriate stage.

1. Decide which resource type is appropriate, image, sound or video and click Browse. The resources list for the selected type will appear.
2. If the required file has already been imported into the database highlight it in the list and click Use. You can Preview the files before selecting them.

Or,

To add a new item to the list, click Import and browse for the file. When you have selected the file, you can preview it to ensure it is the correct one. It is also important that you include a suitable description for the item, as this will appear in the Resources list rather than the file name. Once added to the list, click Use to add the item to the question.

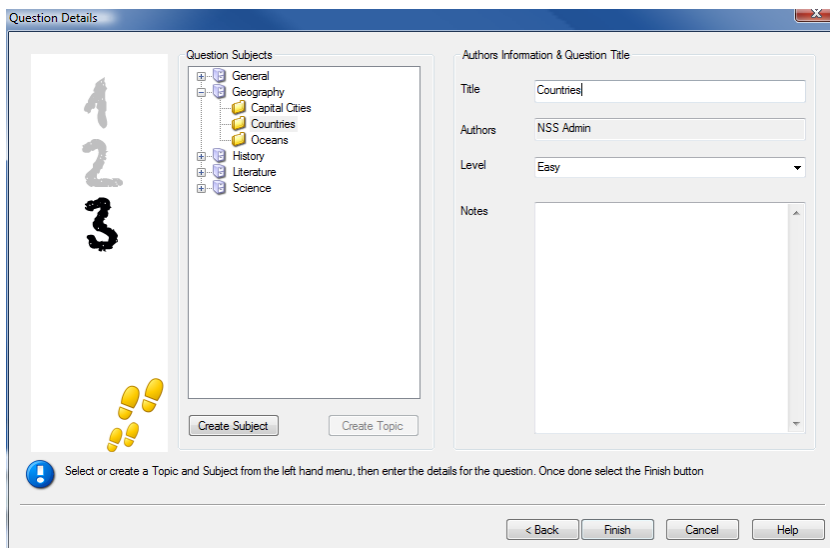
3. Click Next.

Observation Mode

Selecting this option allows you to force the Students to view a resource file before the question appears, they will not be able to view the resource in the question. When the exam is run at the Student machines they will be advised that the question media will only be shown once. If this option is selected you will not be able to continue until a resource has been added to the question.

Question Details

The Question Details dialog completes the Create Question process. Decide where to store the question and whether to add any additional author notes.



Stored questions are maintained in an internal database, school.mdb, within the NetSupport School CCE program folder. The Question Editor window displays stored questions in a tree view. You are able to customise this to your own requirements by creating subjects and topics within each subject.

The Question Details dialog also displays the Tree view and you can choose whether to add a question to an existing Subject/Topic or to create a new area. Supporting text can also be added.

To Add New Subjects and Topics While Creating A Question

1. Select Create Subject and enter an appropriate name. Click OK. The Subject will be added to the Tree view.
2. Within the Subject, create a Topic. Select Create Topic and enter a name. Click OK.
3. Author's information can now be added. If required, edit the description and add any additional supporting text. You can also assign a Level to each question to indicate the level of difficulty.

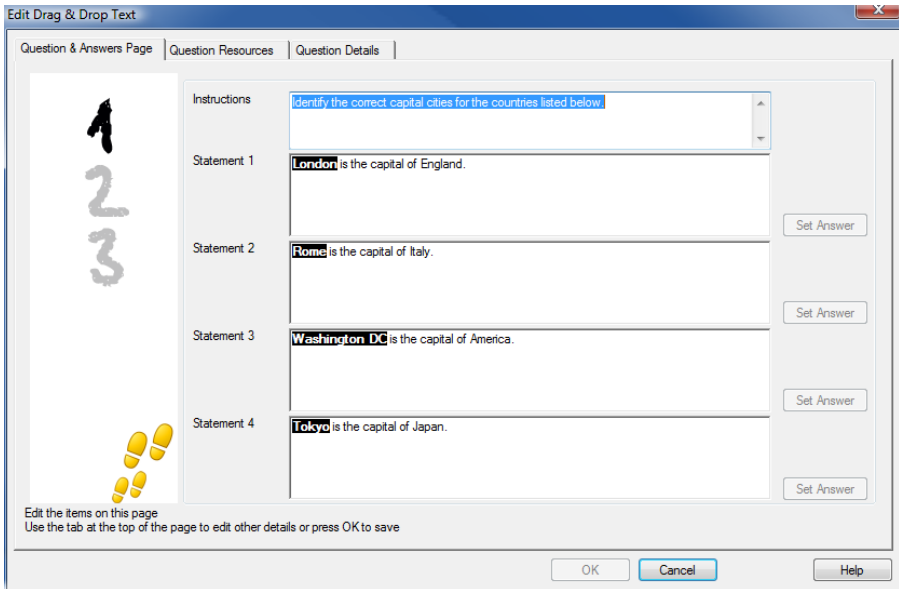
- Click Finish to store the question and return to the Create a Question dialog. Either select another question type or click Close to return to the Question Editor window.

Edit Questions

To edit a stored question, highlight it in the Tree and choose {Questions}{Edit Question} from the drop down menu, click the *Edit The Selected Item* icon or right-click on the question and select *Edit*.

Change the required details by selecting the appropriate tab on the Edit Question dialog and click Ok when complete.

Note: Questions can be duplicated, right-click on the question and select Duplicate. The Edit Question dialog will appear, if required, make any changes and click Ok when complete, the duplicate question will now appear under the original question in the Tree.



Delete Questions, Subjects and Topics

A Question can only be deleted if it does not appear in an exam. A Subject or Topic can be removed if there are no items beneath it in the Tree, the currently selected Sort view determining the extent of the deletion.

Select the item in the Tree and choose {Questions}{Delete Item} from the drop down menu, click the *Delete Selected Item* icon or right-click and select *Delete*.

You can rename a Subject or Topic by right-clicking on the required item and selecting Rename or clicking the *Edit Selected Item* icon.

When deleting a Subject or Topic the program will check to see if there are items beneath it in the Tree and, depending on the current Sort view, if the item appears anywhere else in the Tree.

When sorted by Subject Type, there will only be one occurrence of the item. Therefore, a Topic will be removed if it does not contain any questions and a Subject if it does not contain any Topics. However, when sorted by Question Type, for example, there may be multiple occurrences of the same Subject and Topic in the Tree. If you delete the only occurrence of a Geography question in the Multi-Choice category, that Topic or Subject will be removed from Multi-Choice but not from any other category that Geography appears in.

The Exam Interface

Having created a library of questions you can then add them to an exam. Your own Grading and Scoring schemes can be applied and Exams can be centrally 'published' for shared use with other teachers.

The icons available in Exam Mode enable you to:

- Create Exams
- Edit the content of an exam
- Delete an Exam
- Publish an Exam. Before an exam can be run at Student PCs it needs to be Published. This also enables you to store completed exams in a shared area for general use.
- Preview an Exam. Enables you to step through the questions as the Students will see them
- Edit Exam Grades. Apply your own Grading scheme to exams.

Exam Grades

Upon completion of an exam, teachers are provided with a detailed breakdown of results. You can further enhance this report by categorising the students within specific bands.

The Exam Grades need to be set up before you start creating an exam.

Select {Exams}{Exam Grades} from the Designers drop down menu or click the *Exam Grades* icon.

Please enter the percentage scores for the exam grades

Grading schema name: Year 10 History

Report image: reportgrade1

Grading Band

Band Name: A Outstanding!

Band Values: 81 To 100 %

| Band | Name | Grading |
|------|-------------|---------|
| 3 | B Very Good | 51%-80% |
| 2 | C Good | 21%-50% |
| 1 | D OK | 0%-20% |

Enter a name for the Grading Schema and add a Report Image. This provides a pictorial indicator of how well the Student has done. For example, a Student scoring 20% might have one star appearing next to their grade, someone scoring 80%, four stars. The image, restricted to 32x32 pixels, must be imported into the Resources database. A default, *reportgrade*, is provided but you can create and import your own customised images if required.

Give each Grading Band a description and attach the appropriate % mark. Click *Add* to insert each Band into the list. When all Bands have been added click *Save*. Use the *Edit* or *Delete* buttons to change any of the items in the list.

You can view the grades each Student has achieved in the Test Reports Window.

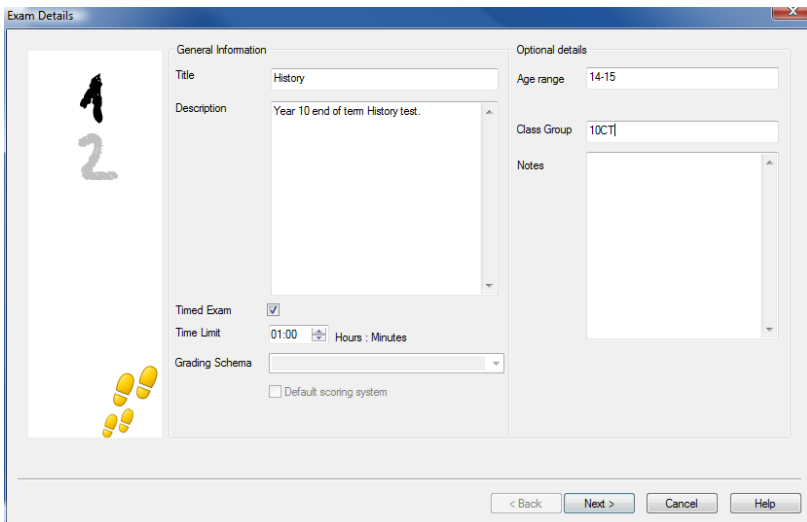
Create Exam

Having created a suitable mix of questions in the Question Editor, adding those questions to an exam is a quick and easy process.

The Exam Wizard guides you through the process of selecting the required questions, setting a time limit for the exam, using your own grading system and including supporting information. New questions can also be created during this process.

To Create an Exam

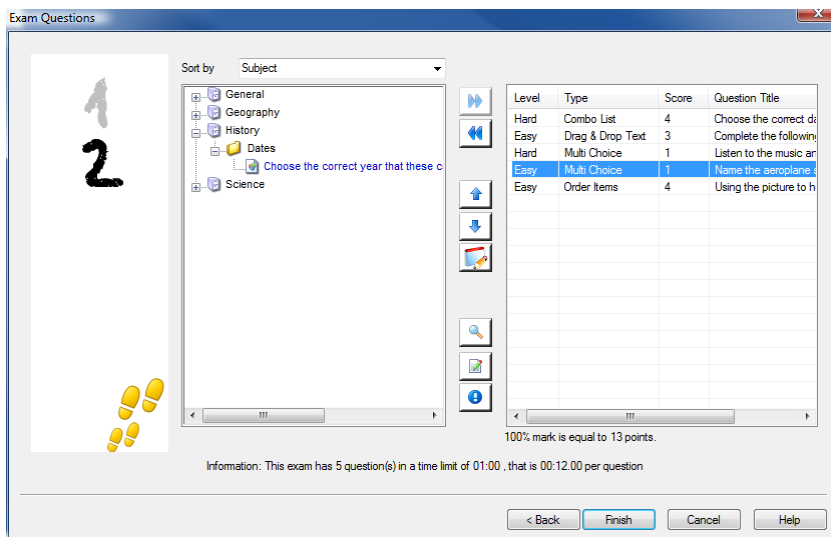
1. Choose {Exams}{Create Exam} from the Designers drop down menu or click the *Create New Exam* icon.



2. The first stage is to enter general supporting details information about the exam. Enter a Title and Description for the exam. Choose whether to have the exam timed, if so set the time limit, hh:mm. You can use your own grading system by selecting from the Grading Schema drop down. Decide whether to use the default scoring system (you can assign your own scores to questions in stage two). You can then add some optional information such as the age range or class group that the exam is aimed at. Click Next when ready.

Note: If you wish to use a Grading Schema you must first create one in the Exam Grades dialog.

- Stage two is to select the questions for the exam. Expand the tree in the left-hand pane of the window and highlight the required question, click the Add Question button. The tree view can be sorted by Author, Level, Question Type and Subject. Repeat this process until all questions are selected.



- Selected questions appear in the right-hand pane of the window. From here you can use the buttons to remove a question from the exam, sort the questions into the required order, preview the question, assign a new score to the question or even create a new question.
- Click Finish to store the exam in the Exam Editor window tree view.

Once created, you can use the Exam Editor menu or toolbar options to edit or delete exams, preview exams and publish the exam.

Note: Although the newly created exam appears in the Exam Editor tree view, it cannot be run at Student workstations until it has been 'published'. This bundles the various elements of the exam, questions, pictures, videos etc, into a single ZIP file which is then made available in the Testing Console.

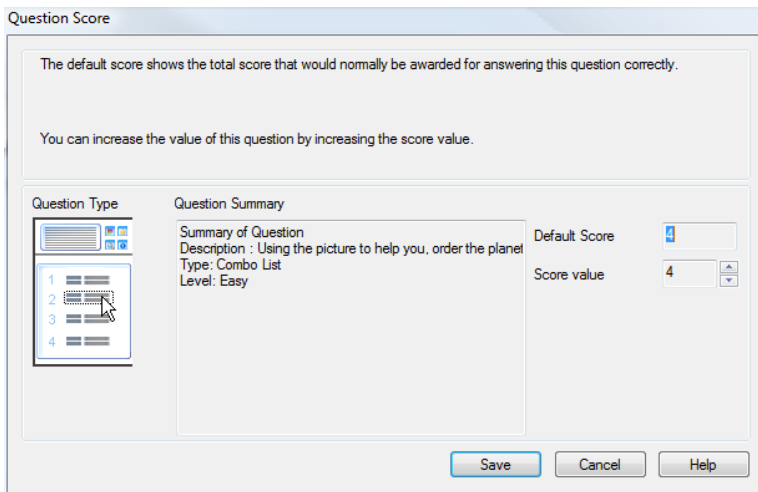
Question Score

Questions are created with a default score, the Question Score dialog allows you to allocate your own score to individual questions.

1. In the Exam Wizard, select the question you wish to amend the score for and click on the Question Score icon.

Note: You must ensure that the Default Scoring System option is unchecked.

2. The Question Score dialog will appear showing details of the question and the score that would normally be awarded for the question.



3. Increase the score by using the appropriate buttons.

Note: Questions with multiple answers can only be incremented by a corresponding number.

4. When you have finished click Save to exit.

Preview Exam

You can preview an exam at any time in order to simulate what the Students will see. This is a useful way of checking each question and viewing the resources, pictures, video's etc, that may have been included. Although the exam runs exactly how it would at the Student workstations, the preview facility does not return any results.

1. Select the exam in the Tree view.
2. Choose {Exams}{Preview Exam} from the Designers drop down menu, click the *Preview Exam* icon or right-click on the exam name and select Preview.
3. Use the buttons at the bottom of the window to move between questions and end the preview. You can also click each question number on the left hand side of the window to view each one.

Note: Individual questions can also be previewed in this mode. Expand the tree beneath an exam to reveal the questions, highlight the appropriate item and click Preview.

Edit Exam

1. Select the exam in the Tree view.
2. Choose {Exams}{Edit Exam} from the Designers drop down menu, click the *Edit Exam* icon or right-click on the exam name and select Edit.
3. The Exam Wizard will appear.
4. Select the Exam Details or Exam Question tab and edit the required items.
5. Click OK.

Delete Exam

Although this procedure removes the exam from the Exam Editor window, it does not delete the Zip file that is created when an exam is published. The exam will therefore still be available to run at Student workstations.

To Delete an Exam

1. Select the exam in the Tree view.
2. Choose {Exams}{Delete Exam} from the Designers drop down menu, click the *Delete Exam* icon or right-click on the exam name and select Delete.
3. Confirm that you want to delete the exam.

Publish Exam

Before an exam can be run at Student PCs it must be 'published'. This procedure bundles the various elements of the exam, questions, resources etc, into a ZIP file that can be stored in either the default Program Files Tests Folder or in a shared network area of your choosing. The latter having the added benefit of enabling other Teachers to access the exam.

Once published, the test can be selected in the Testing Console.

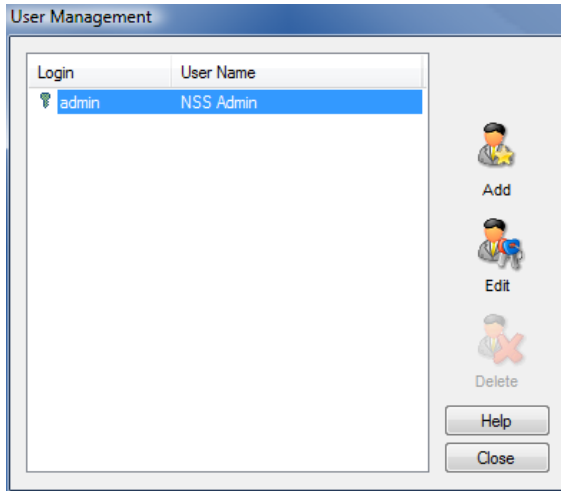
To Publish an Exam

1. Select the newly created exam in the Tree view.
2. Choose {Exams}{Publish Exam} from the Designers drop down menu, click the *Publish Exam* icon or right-click on the exam name and select Publish.
3. A window will appear confirming the exam properties. Click Publish.
4. The Save As dialog will appear. Give the exam a suitable name, this is the name that will appear in the Testing Console when selecting an exam to run. Click Save to create the Zip file.

Setting Up User Accounts

Multiple Test Designer user accounts can be created in addition to the default Admin login (User Name: **admin**, Password: **admin**),

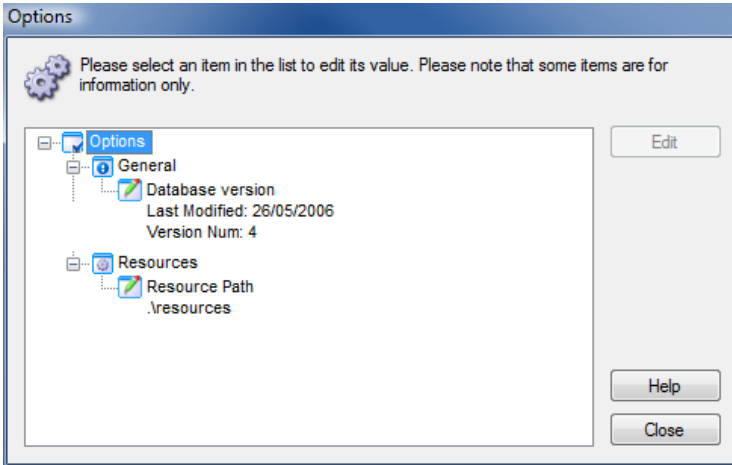
Choose {File}{Users} from the Designers drop down menu or click the *Users* icon on the main toolbar. The User Management dialog will appear from where you can Add, Edit or Delete Users.



Click *Add* and enter a User Name, generally the person's full name, along with a Login Name and Password. Decide whether to assign Admin Rights. This gives the user access to all features within the Designer along with the ability to edit/delete questions and exams created by other users. Non-admin users can only create exams.

Admin Options

Questions, exams etc are stored in an internal database supplied with NetSupport School CCE. This dialog provides version information about the Database. You also have an option to edit the path where imported resources (images, video, sound clips) are stored.



General

Tracks the version number of the database, school.mdb, that is currently in use. NetSupport may on occasions supply updates to the internal database and this dialog indicates which version is currently in use.

Resources

By default, imported resources such as images, video files and sound clips, are stored in the Resources area within the NetSupport School CCE program folder. This option enables you to edit the path if required.

Import/Export Data

The Test Designer provides an Import/Export facility enabling you to store external backups of data or make information available to other users. Exported files can be password protected for security. You have the choice of exporting all items in the database or just the exams, questions or resources.

The Import/Export options can be accessed from either the Question or Exam Editor Windows.

Exporting Data

1. Choose {File}{Export} from the Designers drop down menu or click the *Export* icon on the main toolbar.
2. The Export Database dialog will appear. Select the category of information to be exported and Click Export.
3. The Export Wizard will appear. Specify the location for the exported data and provide a filename. By default, files are prefixed with the current date but you may prefer to enter a custom name. If required, password protect the file, add any additional notes and click Next when ready to proceed.
4. Depending on the category selected, (Exams, Questions, Resources etc) the Wizard will now prompt you to choose, from a tree view, the specific items to be exported. Select each item in turn and click the Add Item To Export List button. When the Export List is complete, click Next.
5. The Wizard will confirm the items to be exported. Any resources associated with exams or questions are included. Check the details and if required click Back to change the information.
6. Click Finish to begin exporting.
7. A progress dialog will appear. Click Close when complete.

Note: Exported data is not removed from the Designer.

Importing Data

1. Choose {File}{Import} from the Designers drop down menu or click the *Import* icon on the main toolbar.
2. The Import Database dialog will appear. Browse for the required Export file and click Open.
3. Click Import DB to start importing. If the file has been protected you will be prompted for the password.
4. A progress dialog will appear. Click Close when complete.

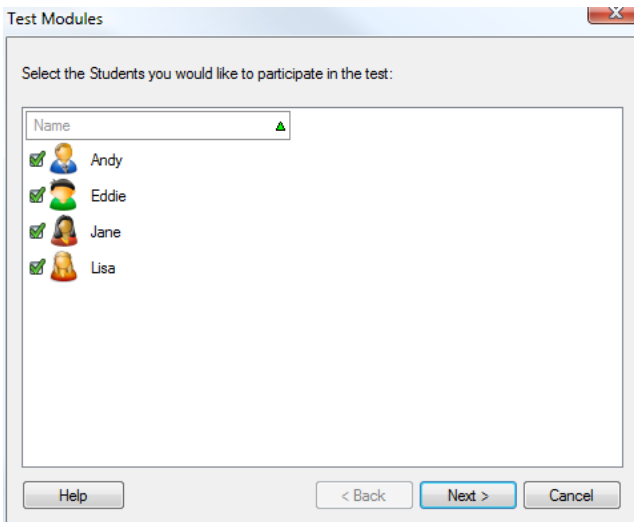
Note: To refresh the Interface with the imported data logout of the Designer.

The Testing Console

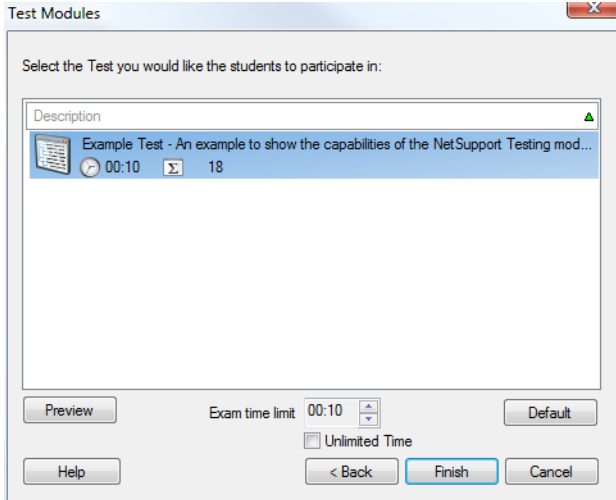
Having used the Test Designer to create questions and exams, you use the Testing Console option in the NetSupport School CCE Tutor program to run the exam at Student workstations and monitor results.

Running an Exam

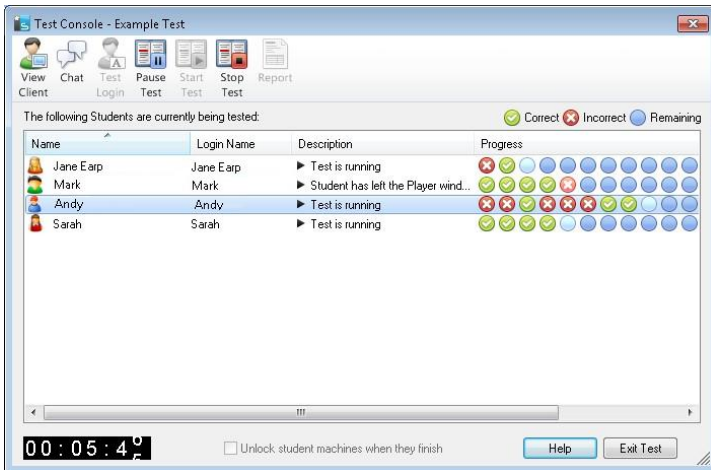
1. Select {School}{Testing Console} from the Control window drop down menu.
Or,
Click the 'Testing Console' icon on the Control toolbar.
2. The Select Students dialog will appear. From the list of connected Students, indicate which ones should participate in the exam by checking or un-checking the box next to their name. Click Next to continue.



3. Select the exam to run. Details of the published exams are listed, choose the one that you want to run at the selected Student PCs. If required, you can alter the time limit for the exam. Click Finish when ready to run the exam.



- The NetSupport School CCE Test Player will automatically launch at the Student PCs and a dialog enabling you to administer the exam will appear on the Tutor screen.



This dialog is used to start the exam, monitor Student progress and collect results.

The window enables you to track individual Student progress. Each question is marked in real-time so you can see immediately how each Student is doing! At the end of the exam you can view the results by class and individual Student and print a permanent record. You can also show each Student their results giving them the opportunity to see where they made mistakes.

The following toolbar options are available:

View Client

You can view a particular Student screen at any point during the exam. All options normally associated with the View window are available.

Chat

If required, you can open a Chat session with Students while the exam is running. Although the Test Player provides a help button offering Students guidance with each question type, you may find that you need to offer additional assistance.

Test Login

Before starting the exam you can ask each Student to Login with their own name. This would be useful if, for example, the Machine Name is listed and be more meaningful when checking results against each Student.

Pause Test

You can Pause the exam at any point. Click Start when ready to continue.

Start Test

Starts running the exam at Student PCs.

Stop Test

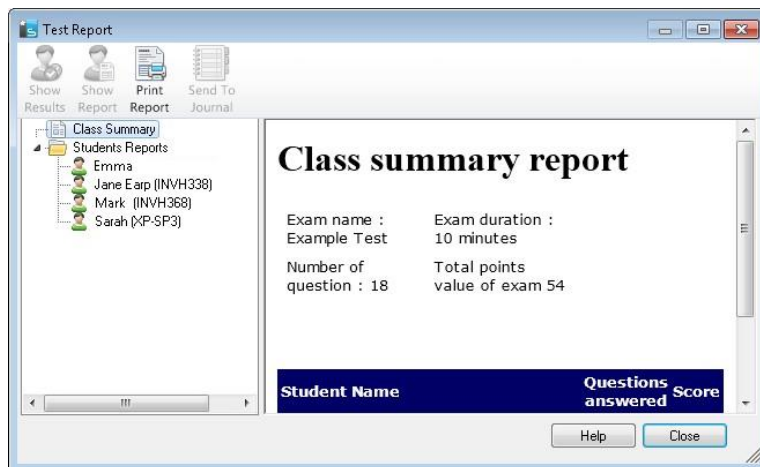
If Students answer all the questions within the time limit you can Stop the exam rather than wait for the clock to tick down.

Report

This option gathers the results when the exam has finished. (When the Tutor stops the exam or the time limit elapses)

Test Reports Window

The Reports window enables the Tutor to review the results of an exam. You also have the option to allow Students to see their own results.



By selecting the required item in the Tree view you can display two types of report, a Class Summary and individual Student summaries. Each can be printed and copies are also stored, in HTML format, in the \\NetSupport\NetSupport School CCE\Tests\Reports folder.

Note: An alternative location for the reports can be specified in the Tutor Profiles option.

Class Summary

This provides a summary of each Students result in tabular format. The report details the number of questions in the exam, the number of points available (questions other than multi-choice are worth 1 point for each correct answer) and itemises each Students score.

Individual Student Summary

By selecting the Student name in the Tree view you can display a full breakdown of the individual results. This is ideal for highlighting any problem areas that the Student may have. If you have applied a Grading Schema the marked grade along with any comments you added would also be displayed. An index itemising the points scored for each question is provided from which you can jump to each question to see how the Student answered.

The toolbar provides shortcuts to a number of additional features:

Show Results

This enables you to show each Student their results and, if required, include the answers. To display to all Students simultaneously highlight *Students Reports* in the tree, to show to an individual Student select their name.

The Test Player will re-open at the Student workstations enabling them to view each question in turn. The window will indicate which questions they got right, wrong or, in the case of questions that have multiple answers, partially correct.

If you have chosen to include the answers, a *Show Answers* button will appear on the Test Player window enabling the Student to toggle between their response and the correct answers.

Show Report

This option enables you to display the individual summary reports at Student workstations.

Print Report

Enables the Tutor to obtain a printed copy of the Class and Student summaries. Highlight the required item in the Tree and click *Print Report*.

When ready, close the window to return to the Test Console dialog from where you can exit the test. This will clear the results or reports from the Student screens.

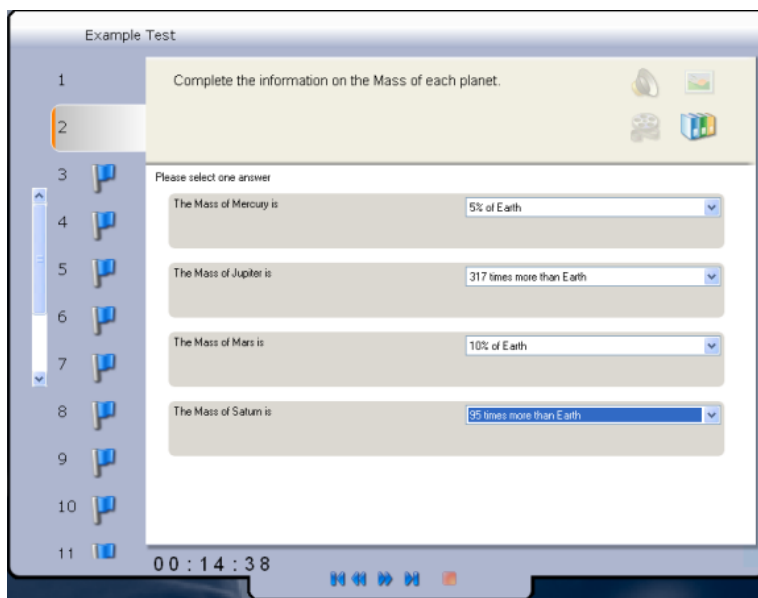
Send to Journal

Allows you to send a copy of Students result to their Student Journal. The Student then has the opportunity to review their answers after the lesson.

The Test Player

The NetSupport School CCE Test Player is the testing utility that loads at Student PCs when an exam is running.

The Tutor uses the Testing Console option to choose the Students to participate in the exam and select the exam to run. At this point the Test Player loads automatically at each Student PC. When the Tutor starts the exam, the first question appears and the Students can then work their way through the exam.



The Test Player window displays the following:

Exam Time

Counts down the time remaining.

Question List

Numbered buttons indicate how many questions there are in the exam. The Student can click these to quickly move between questions. Useful at the end of the exam to review answers and to make changes before the time runs out.

Question Area

The main body of the window displays the question and, depending on the question type, the associated options. Buttons are provided to view any resources that may have been included, pictures, videos or sound clips, and a reference button is available which provides Students with tips on how to answer the particular type of question.

Navigation Buttons

In addition to the numbered buttons in the question list, navigation buttons are also available at the bottom of the window enabling Students to move between questions. When they have completed the exam they click Finished.

When the exam has finished, the Tutor has the option to show Students their results and, if required, include the answers. The Test Player will re-open at the Student workstations enabling them to view each question in turn. The window will indicate which questions they got right, wrong or, in the case of questions that have multiple answers, partially correct. If the Tutor has chosen to include the answers a *Show Answers* button will appear enabling the Student to toggle between their response and the correct answers.

Contact Us

If you have any comments regarding the design, installation, configuration, or operation of this package please contact us.

We can never test our software on every possible combination of equipment. We may have inadvertently introduced a restriction or incompatibility which affects you. We apologise for any shortcomings that you may discover. Please let us know so that we can fix them.

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